Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362181345	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
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685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
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685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
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685362181345			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 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
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685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_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 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362181345			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 06:59:33 PM	13 Nov, 2025 07:08:45 PM	04 Nov, 2025 01:32:22 PM	0:03:59		Internal
685362921596			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
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685362921596			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
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685362921596			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
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685362921596			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal

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685362921596		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685362921596		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 07:20:00 PM	13 Nov, 2025 07:30:49 PM	10 Nov, 2025 02:08:39 PM	0:03:29		Internal
685363083754		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 08:38:47 PM	13 Nov, 2025 08:52:15 PM	11 Nov, 2025 01:29:12 AM	0:05:00		Internal
685363083754		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 08:38:47 PM	13 Nov, 2025 08:52:15 PM	11 Nov, 2025 01:29:12 AM	0:05:00		Internal
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685363322862		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
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685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbo		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbo		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685363322862			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 02:01:04 PM	13 Nov, 2025 09:45:41 PM	12 Nov, 2025 11:00:01 PM	0:04:53		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbo		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbo		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbo		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362903385			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 10:30:59 AM	13 Nov, 2025 10:13:57 PM	10 Nov, 2025 08:50:06 AM	0:02:31		Internal
685362245099			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
685362245099			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 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
68536224	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	of	05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			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 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			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 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			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 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536224			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 02:00:56 PM	13 Nov, 2025 10:22:43 PM	04 Nov, 2025 04:39:38 PM	0:02:32		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	any	05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	he	05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	otes	05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			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		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536202			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 08:34:34 PM	13 Nov, 2025 10:37:11 PM	03 Nov, 2025 06:05:42 PM	0:03:28		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
68536337			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal

Master Contac	[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
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685363371699	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
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685363371699	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
685363371699	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
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685363371699	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
685363371699	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
685363371699	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	13 Nov, 2025 06:01:13 PM	13 Nov, 2025 10:48:27 PM	13 Nov, 2025 04:04:44 PM	0:04:04		Internal
685363277635	[redacted]	CTE_Res_Default_Span	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	13 Nov, 2025 10:01:00 AM	13 Nov, 2025 11:12:18 PM	12 Nov, 2025 07:57:53 PM	0:05:24		Internal
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685363277635	[redacted]	CTE_Res_Default_Span	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	13 Nov, 2025 10:01:00 AM	13 Nov, 2025 11:12:18 PM	12 Nov, 2025 07:57:53 PM	0:05:24		Internal
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685363277635	[redacted]	CTE_Res_Default_Span	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	13 Nov, 2025 10:01:00 AM	13 Nov, 2025 11:12:18 PM	12 Nov, 2025 07:57:53 PM	0:05:24		Internal
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685363277635	[redacted]	CTE_Res_Default_Span	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	13 Nov, 2025 10:01:00 AM	13 Nov, 2025 11:12:18 PM	12 Nov, 2025 07:57:53 PM	0:05:24		Internal
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685363277635	[redacted]	CTE_Res_Default_Span	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	13 Nov, 2025 10:01:00 AM	13 Nov, 2025 11:12:18 PM	12 Nov, 2025 07:57:53 PM	0:05:24		Internal
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685362889341	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	09 Nov, 2025 05:01:05 PM	13 Nov, 2025 11:22:22 PM	09 Nov, 2025 04:44:41 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
685362889341	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	09 Nov, 2025 05:01:05 PM	13 Nov, 2025 11:22:22 PM	09 Nov, 2025 04:44:41 PM	0:03:42		Internal
685362889341			CTE_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 05:01:05 PM	13 Nov, 2025 11:22:22 PM	09 Nov, 2025 04:44:41 PM	0:03:42		Internal
685362889341			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Nov, 2025 05:01:05 PM	13 Nov, 2025 11:22:22 PM	09 Nov, 2025 04:44:41 PM	0:03:42		Internal
685362889341			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Nov, 2025 05:01:05 PM	13 Nov, 2025 11:22:22 PM	09 Nov, 2025 04:44:41 PM	0:03:42		Internal
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685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
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685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
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685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
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685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685363158338			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 12:19:32 PM	14 Nov, 2025 12:56:44 PM	12 Nov, 2025 01:24:33 PM	0:05:02		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
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685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		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
685361910543	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
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685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			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 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			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 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_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 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685361910543			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Nov, 2025 05:01:15 AM	14 Nov, 2025 02:26:57 PM	02 Nov, 2025 04:16:07 AM	0:05:47		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
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685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
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685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		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
685363471651		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		4 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		4 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		4 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		4 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		4 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		4 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685363471651		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		4 Nov, 2025 02:46:37 PM	14 Nov, 2025 02:52:14 PM	13 Nov, 2025 10:53:07 PM	0:03:42		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
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685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
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685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685362910800		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		4 Nov, 2025 03:01:33 PM	14 Nov, 2025 03:09:07 PM	10 Nov, 2025 01:22:20 PM	0:04:03		Internal
685363523312		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal

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685363523312	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
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685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_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 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363523312			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 03:23:07 PM	14 Nov, 2025 03:30:21 PM	14 Nov, 2025 03:16:57 PM	0:02:19		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
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685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
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685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
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685363377748	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
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685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
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685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685363377748			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 03:28:34 PM	14 Nov, 2025 03:32:43 PM	13 Nov, 2025 04:33:46 PM	0:02:50		Internal
685362107434			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 03:35:41 PM	14 Nov, 2025 03:46:57 PM	03 Nov, 2025 08:22:22 PM	0:02:30		Internal
685362107434			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 03:35:41 PM	14 Nov, 2025 03:46:57 PM	03 Nov, 2025 08:22:22 PM	0:02:30		Internal
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685362107434	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	4 Nov, 2025 03:35:41 PM	14 Nov, 2025 03:46:57 PM	03 Nov, 2025 08:22:22 PM	0:02:30		Internal
685362107434			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 Nov, 2025 03:35:41 PM	14 Nov, 2025 03:46:57 PM	03 Nov, 2025 08:22:22 PM	0:02:30		Internal
685362107434			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		4 Nov, 2025 03:35:41 PM	14 Nov, 2025 03:46:57 PM	03 Nov, 2025 08:22:22 PM	0:02:30		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			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		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363132057			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		4 Nov, 2025 03:47:32 PM	14 Nov, 2025 03:56:56 PM	11 Nov, 2025 08:20:33 PM	0:03:07		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		4 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363502618		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 03:51:32 PM	14 Nov, 2025 03:59:54 PM	14 Nov, 2025 01:28:30 PM	0:03:06		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
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685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363501420		CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 04:16:33 PM	14 Nov, 2025 04:30:23 PM	14 Nov, 2025 01:11:11 PM	0:03:51		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_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 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363521182		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 05:12:55 PM	14 Nov, 2025 05:21:08 PM	14 Nov, 2025 03:04:48 PM	0:03:32		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
685363344118		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		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
68536334411	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
68536334411			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
68536334411			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
68536334411			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
68536334411			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
68536334411			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
68536334411			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
68536334411			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 04:01:28 AM	14 Nov, 2025 05:25:13 PM	13 Nov, 2025 01:04:12 PM	0:09:22		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
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68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536250761			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 10:00:47 PM	14 Nov, 2025 06:50:13 PM	05 Nov, 2025 09:44:30 PM	0:05:02		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
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68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
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68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
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68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
68536291572			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 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
685362915728	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
685362915728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
685362915728			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 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
685362915728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
685362915728			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 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
685362915728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
685362915728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
685362915728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 07:02:09 PM	14 Nov, 2025 07:04:39 PM	10 Nov, 2025 02:16:17 PM	0:03:12		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			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		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685362794129			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 08:19:06 PM	14 Nov, 2025 08:25:51 PM	07 Nov, 2025 08:05:32 PM	0:02:29		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		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
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		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 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		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 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685363459202		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 08:28:42 PM	14 Nov, 2025 08:32:00 PM	13 Nov, 2025 10:19:06 PM	0:01:55		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
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685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
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685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
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685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		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		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
685362883502		CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Nov, 2025 01:01:06 PM	14 Nov, 2025 10:22:44 PM	09 Nov, 2025 12:47:13 PM	0:06:41		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		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
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
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686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
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686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_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 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618631643		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 12:28:02 PM	17 Nov, 2025 01:05:51 PM	14 Nov, 2025 10:28:53 PM	0:05:44		Internal
686618616862		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
686618616862		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
686618616862		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
686618616862		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
686618616862		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
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686618616862		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
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686618616862		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
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686618616862		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
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686618616862	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
686618616862			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
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686618616862			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 01:31:55 PM	17 Nov, 2025 01:35:41 PM	14 Nov, 2025 09:41:59 PM	0:02:37		Internal
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686618569965			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 01:40:52 PM	17 Nov, 2025 02:04:36 PM	14 Nov, 2025 06:40:15 PM	0:06:54		Internal
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686618619996	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
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686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_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 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618619996			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 02:35:47 PM	17 Nov, 2025 02:46:15 PM	14 Nov, 2025 09:49:09 PM	0:03:24		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_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 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
686618699329			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 08:01:38 AM	17 Nov, 2025 02:52:36 PM	17 Nov, 2025 06:42:49 AM	0:03:59		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
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685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_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 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 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
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363535590			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 02:27:54 PM	17 Nov, 2025 02:59:22 PM	14 Nov, 2025 03:37:00 PM	0:05:38		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_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 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
685363449836			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 04:01:28 PM	17 Nov, 2025 03:20:23 PM	13 Nov, 2025 08:18:08 PM	0:05:14		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 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
686618738781	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_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 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
686618738781			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 03:31:51 PM	17 Nov, 2025 03:38:27 PM	17 Nov, 2025 03:09:44 PM	0:03:45		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			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 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			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 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_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 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362902824			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 06:30:57 AM	17 Nov, 2025 03:50:06 PM	10 Nov, 2025 06:01:54 AM	0:05:43		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362925342	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_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 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362925342			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 03:50:33 PM	17 Nov, 2025 03:54:55 PM	10 Nov, 2025 02:22:14 PM	0:02:26		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 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 01:36:11 PM	17 Nov, 2025 03:55:29 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618582447	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
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686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_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 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
686618582447			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 03:47:44 PM	17 Nov, 2025 04:03:35 PM	14 Nov, 2025 07:36:57 PM	0:04:16		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
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685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
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685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
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685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
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685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685362907204			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 10:31:11 PM	17 Nov, 2025 04:06:09 PM	10 Nov, 2025 01:14:16 PM	0:07:20		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
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685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		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
685363161572	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
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685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
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685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
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685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
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685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_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 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363161572			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Nov, 2025 12:01:25 PM	17 Nov, 2025 04:10:13 PM	12 Nov, 2025 01:52:10 PM	0:08:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			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 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			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 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_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 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	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
685363081362	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
685363081362			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Nov, 2025 03:31:00 AM	17 Nov, 2025 04:28:51 PM	11 Nov, 2025 12:09:51 AM	0:06:39		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_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 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
686618708705			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 04:11:06 PM	17 Nov, 2025 04:33:14 PM	17 Nov, 2025 01:14:32 PM	0:04:04		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 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
685363044535	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		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	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		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	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			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 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		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	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363044535			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 06:00:50 AM	17 Nov, 2025 04:34:02 PM	10 Nov, 2025 09:03:09 PM	0:04:21		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
685363506655			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 04:33:51 PM	17 Nov, 2025 04:44:59 PM	14 Nov, 2025 01:34:28 PM	0:02:25		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618746024	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			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 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618746024			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 04:12:46 PM	17 Nov, 2025 04:59:03 PM	17 Nov, 2025 03:24:45 PM	0:02:59		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
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686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
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686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618753920	[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]	17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_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 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618753920			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 04:49:14 PM	17 Nov, 2025 04:59:13 PM	17 Nov, 2025 04:37:01 PM	0:03:46		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_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 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618678380			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Nov, 2025 01:01:32 PM	17 Nov, 2025 05:12:13 PM	16 Nov, 2025 12:51:10 PM	0:04:27		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618755377	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			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 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618755377			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 05:10:42 PM	17 Nov, 2025 05:15:34 PM	17 Nov, 2025 04:40:11 PM	0:04:54		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_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 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
686618747242			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 05:07:53 PM	17 Nov, 2025 05:16:56 PM	17 Nov, 2025 04:11:25 PM	0:02:41		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
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685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 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
685363074788	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
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685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			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 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363074788			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 04:11:56 PM	17 Nov, 2025 05:21:13 PM	10 Nov, 2025 11:32:28 PM	0:05:11		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
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685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
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685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		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
685363507476	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			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 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
685363507476			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 05:03:57 PM	17 Nov, 2025 05:24:05 PM	14 Nov, 2025 01:38:39 PM	0:02:52		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
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686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
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686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
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686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
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686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
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686618751245			CTE_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 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
686618751245			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 04:02:15 PM	17 Nov, 2025 05:32:01 PM	17 Nov, 2025 03:49:45 PM	0:04:37		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
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685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
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685362353578	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
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685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
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685362353578			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 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
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685362353578			CTE_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 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685362353578			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Nov, 2025 12:07:09 AM	17 Nov, 2025 05:41:10 PM	04 Nov, 2025 11:11:02 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
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685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
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685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 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
685363522775	[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]	17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
685363522775			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 05:46:11 PM	17 Nov, 2025 05:50:41 PM	14 Nov, 2025 03:13:30 PM	0:03:30		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_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 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618578833			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 06:37:08 PM	17 Nov, 2025 06:44:13 PM	14 Nov, 2025 07:21:28 PM	0:04:32		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_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 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
686618639425			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 06:52:37 PM	17 Nov, 2025 06:59:17 PM	14 Nov, 2025 10:56:33 PM	0:03:29		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_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 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
685363525522			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 07:30:01 PM	17 Nov, 2025 07:36:30 PM	14 Nov, 2025 03:26:45 PM	0:02:48		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 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
686618797298	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
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686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
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686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		Internal
686618797298			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 07:59:38 PM	17 Nov, 2025 08:27:15 PM	17 Nov, 2025 06:42:42 PM	0:04:11		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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 01:35:16 PM	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 01:35:16 PM	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362796552	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	10 Nov, 2025 01:35:16 PM	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 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	17 Nov, 2025 09:07:01 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 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 01:36:11 PM	17 Nov, 2025 09:20:34 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 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 01:36:11 PM	17 Nov, 2025 09:20:34 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 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	Comments on Concern	3.4	textarea		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 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 01:36:11 PM	17 Nov, 2025 09:20:34 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 01:36:11 PM	17 Nov, 2025 09:20:34 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	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 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 01:36:11 PM	17 Nov, 2025 09:20:34 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 01:36:11 PM	17 Nov, 2025 09:20:34 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	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 01:36:11 PM	17 Nov, 2025 09:20:34 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 01:36:11 PM	17 Nov, 2025 09:20:34 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 01:36:11 PM	17 Nov, 2025 09:20:34 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
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685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 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
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			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 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			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 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
685362764654			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 09:46:00 PM	17 Nov, 2025 09:54:53 PM	07 Nov, 2025 06:04:43 PM	0:03:43		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
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686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
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686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
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686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
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686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_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 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618567883			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 12:54:56 PM	18 Nov, 2025 01:25:53 PM	14 Nov, 2025 06:31:37 PM	0:04:42		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
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686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 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
686618817924	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
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686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_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 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
686618817924			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 01:25:53 PM	18 Nov, 2025 01:39:39 PM	17 Nov, 2025 08:06:53 PM	0:01:34		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
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685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
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685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
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685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
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685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_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 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
685363350363			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 01:39:15 PM	18 Nov, 2025 02:11:08 PM	13 Nov, 2025 02:16:28 PM	0:04:23		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 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
686618719532	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618719532			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 12:01:56 PM	18 Nov, 2025 02:16:05 PM	17 Nov, 2025 01:57:00 PM	0:02:37		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_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 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal
686618892489			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 01:49:57 PM	18 Nov, 2025 02:38:46 PM	18 Nov, 2025 01:30:05 PM	0:03:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362828251	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
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685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_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 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
685362828251			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 02:55:37 PM	18 Nov, 2025 03:17:41 PM	07 Nov, 2025 10:00:00 PM	0:04:38		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
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686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 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
686618797091	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618797091			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 04:01:57 AM	18 Nov, 2025 03:53:23 PM	17 Nov, 2025 06:06:56 PM	0:02:43		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_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 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
686618732735			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 03:41:18 PM	18 Nov, 2025 03:59:51 PM	17 Nov, 2025 03:21:49 PM	0:05:53		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363073413	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			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		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
685363073413			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 11:30:58 AM	18 Nov, 2025 04:09:32 PM	10 Nov, 2025 11:31:26 PM	0:05:58		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618765108			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 04:02:07 PM	18 Nov, 2025 04:24:37 PM	17 Nov, 2025 04:33:45 PM	0:03:26		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 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
686618869131	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_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 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618869131			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		8 Nov, 2025 04:28:59 PM	18 Nov, 2025 04:32:43 PM	17 Nov, 2025 10:10:08 PM	0:04:46		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		8 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618814022	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_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 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618814022			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 04:43:32 PM	18 Nov, 2025 04:48:14 PM	17 Nov, 2025 07:10:50 PM	0:04:58		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
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686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
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686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
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686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
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686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_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 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 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
686618926880	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618926880			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 04:41:07 PM	18 Nov, 2025 05:01:32 PM	18 Nov, 2025 03:48:34 PM	0:02:54		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
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686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
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686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
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686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_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 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618871316			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 05:09:41 PM	18 Nov, 2025 05:36:47 PM	17 Nov, 2025 10:54:02 PM	0:05:24		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
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686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
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686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		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
686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
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686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
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686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942		CTE_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 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618901942		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 06:21:36 PM	18 Nov, 2025 06:24:35 PM	18 Nov, 2025 02:31:09 PM	0:04:17		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
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686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
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686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
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686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
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686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
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686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618862465		CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 06:46:33 PM	18 Nov, 2025 06:51:37 PM	17 Nov, 2025 10:24:44 PM	0:03:34		Internal
686618940979		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618940979	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
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686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
686618940979			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 06:49:02 PM	18 Nov, 2025 06:55:33 PM	18 Nov, 2025 05:15:36 PM	0:04:43		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362584960			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 07:03:37 PM	18 Nov, 2025 07:15:27 PM	06 Nov, 2025 04:35:22 PM	0:02:59		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		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
685362831065	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
685362831065			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 07:18:12 PM	18 Nov, 2025 07:27:59 PM	07 Nov, 2025 10:15:48 PM	0:01:54		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
686618862451			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6866188624	[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 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
6866188624			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
6866188624			CTE_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 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
6866188624			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
6866188624			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
6866188624			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 07:06:17 PM	18 Nov, 2025 07:30:47 PM	17 Nov, 2025 10:24:17 PM	0:05:02		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
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6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
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6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_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 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6853634046			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 07:53:12 PM	18 Nov, 2025 07:56:57 PM	13 Nov, 2025 06:23:28 PM	0:03:07		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
6866189004			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 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
686618900448	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_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 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618900448			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 07:52:43 PM	18 Nov, 2025 08:02:52 PM	18 Nov, 2025 02:24:04 PM	0:03:55		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			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		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 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
686618957562	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618957562			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 08:05:06 PM	18 Nov, 2025 08:09:37 PM	18 Nov, 2025 05:45:28 PM	0:03:33		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
686618743288			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 08:12:42 PM	18 Nov, 2025 08:19:14 PM	17 Nov, 2025 03:59:43 PM	0:03:20		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
685362271494			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 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
68536227149	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
68536227149			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
68536227149			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
68536227149			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
68536227149			CTE_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 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
68536227149			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
68536227149			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
68536227149			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 08:08:59 PM	18 Nov, 2025 08:23:33 PM	04 Nov, 2025 07:57:47 PM	0:03:25		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
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68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68536232266			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 09:52:16 PM	18 Nov, 2025 10:00:40 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
68661901473			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 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
686619014735	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_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 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619014735			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 01:36:53 PM	19 Nov, 2025 01:42:18 PM	18 Nov, 2025 09:33:04 PM	0:02:52		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619041115			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 02:08:00 PM	19 Nov, 2025 02:11:15 PM	19 Nov, 2025 01:12:39 PM	0:02:02		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
686619014865			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68661901486	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_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 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68661901486			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 02:08:59 PM	19 Nov, 2025 02:19:28 PM	18 Nov, 2025 10:07:49 PM	0:04:29		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			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 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			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 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
68536296007			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6853629600	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
6853629600			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
6853629600			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
6853629600			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 06:00:51 AM	19 Nov, 2025 02:46:58 PM	10 Nov, 2025 05:01:25 PM	0:06:33		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866189349			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 03:17:20 PM	19 Nov, 2025 03:21:55 PM	18 Nov, 2025 04:53:50 PM	0:02:30		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
6866190176			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 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
686619017660	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_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 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619017660			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 08:01:41 AM	19 Nov, 2025 03:37:23 PM	18 Nov, 2025 10:22:24 PM	0:02:47		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
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686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
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686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_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 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686619028255			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 03:02:37 PM	19 Nov, 2025 03:47:11 PM	18 Nov, 2025 11:04:05 PM	0:06:45		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	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
686618676425	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
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686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_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 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618676425			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Nov, 2025 09:01:20 AM	19 Nov, 2025 03:48:21 PM	16 Nov, 2025 05:40:31 AM	0:05:28		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
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686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 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
686618987855	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686618987855			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 04:15:44 PM	19 Nov, 2025 04:38:26 PM	18 Nov, 2025 08:25:53 PM	0:03:23		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
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686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
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686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
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686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
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686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
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686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619043684			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 05:05:04 PM	19 Nov, 2025 05:18:24 PM	19 Nov, 2025 01:36:30 PM	0:06:17		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal

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686619068804	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
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686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
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686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
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686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
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686619068804			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 05:34:04 PM	19 Nov, 2025 05:47:34 PM	19 Nov, 2025 03:53:51 PM	0:05:22		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
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686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
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686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
686618901292			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 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
68661890129	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
68661890129			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
68661890129			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
68661890129			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
68661890129			CTE_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 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
68661890129			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
68661890129			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
68661890129			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 05:49:31 PM	19 Nov, 2025 05:53:10 PM	18 Nov, 2025 02:28:17 PM	0:04:27		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
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68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
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68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_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 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661896173			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 06:02:30 PM	19 Nov, 2025 06:08:13 PM	18 Nov, 2025 06:33:59 PM	0:04:32		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
68661898970			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618989703	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
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686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_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 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686618989703			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 06:30:32 PM	19 Nov, 2025 06:46:38 PM	18 Nov, 2025 08:32:58 PM	0:02:49		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
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686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
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686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
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686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
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686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686619099536			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 06:59:54 PM	19 Nov, 2025 07:09:02 PM	19 Nov, 2025 06:15:20 PM	0:03:27		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 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
686618965995	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618965995			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 07:18:15 PM	19 Nov, 2025 07:23:45 PM	18 Nov, 2025 06:54:19 PM	0:03:51		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 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
686618804306	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			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 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textar		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618804306			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 07:33:51 PM	19 Nov, 2025 07:47:17 PM	17 Nov, 2025 07:28:43 PM	0:03:50		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686618916472			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 07:50:10 PM	19 Nov, 2025 07:54:06 PM	18 Nov, 2025 03:38:40 PM	0:03:12		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 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
686619090273	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
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686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
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686619090273			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 07:50:20 PM	19 Nov, 2025 07:57:00 PM	19 Nov, 2025 04:52:00 PM	0:03:39		Internal
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686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
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686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
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686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
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686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
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686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
686619083825			CTE_Veg_MGT_Hotline		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal

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686619083825	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	19 Nov, 2025 07:58:16 PM	19 Nov, 2025 08:02:54 PM	19 Nov, 2025 04:40:18 PM	0:05:03		Internal
686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
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686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
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686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
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686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
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686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
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686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
686618809545			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 08:05:12 PM	19 Nov, 2025 08:10:45 PM	17 Nov, 2025 07:40:03 PM	0:04:48		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
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685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_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 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
685363160738			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 08:04:55 PM	19 Nov, 2025 08:13:55 PM	12 Nov, 2025 01:48:45 PM	0:03:19		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
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686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 PM	0:03:07		Internal
686618750156			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 08:25:02 PM	19 Nov, 2025 08:32:59 PM	17 Nov, 2025 03:37:21 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
686619118846	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619118846			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 08:39:25 PM	19 Nov, 2025 08:43:48 PM	19 Nov, 2025 07:42:11 PM	0:02:57		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 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
686619002083	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_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 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686619002083			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 08:48:44 PM	19 Nov, 2025 08:54:38 PM	18 Nov, 2025 09:23:24 PM	0:03:20		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
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686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
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686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618734509			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 08:36:37 PM	19 Nov, 2025 08:58:43 PM	17 Nov, 2025 02:49:21 PM	0:02:31		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
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686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618985637	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
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686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
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686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
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686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
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686618985637			CTE_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 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
686618985637			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Nov, 2025 08:02:11 PM	19 Nov, 2025 10:01:47 PM	18 Nov, 2025 07:29:42 PM	0:07:50		Internal
685362213425			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 01:47:52 PM	20 Nov, 2025 02:00:47 PM	04 Nov, 2025 03:06:45 PM	0:03:18		Internal
685362213425			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 01:47:52 PM	20 Nov, 2025 02:00:47 PM	04 Nov, 2025 03:06:45 PM	0:03:18		Internal
685362213425			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 01:47:52 PM	20 Nov, 2025 02:00:47 PM	04 Nov, 2025 03:06:45 PM	0:03:18		Internal
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685362213425			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 01:47:52 PM	20 Nov, 2025 02:00:47 PM	04 Nov, 2025 03:06:45 PM	0:03:18		Internal
685362213425			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 01:47:52 PM	20 Nov, 2025 02:00:47 PM	04 Nov, 2025 03:06:45 PM	0:03:18		Internal
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685362213425			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 01:47:52 PM	20 Nov, 2025 02:00:47 PM	04 Nov, 2025 03:06:45 PM	0:03:18		Internal
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685362213425			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 01:47:52 PM	20 Nov, 2025 02:00:47 PM	04 Nov, 2025 03:06:45 PM	0:03:18		Internal
685362213425			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 01:47:52 PM	20 Nov, 2025 02:00:47 PM	04 Nov, 2025 03:06:45 PM	0:03:18		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
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685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
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685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			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		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
685362135313			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 01:30:37 AM	20 Nov, 2025 02:31:35 PM	03 Nov, 2025 10:58:05 PM	0:08:05		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619084897	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	0 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		0 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		0 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		0 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		0 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		0 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		0 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
686619084897			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		0 Nov, 2025 02:16:08 PM	20 Nov, 2025 02:42:15 PM	19 Nov, 2025 05:14:35 PM	0:06:53		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
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685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
685363362084			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		0 Nov, 2025 03:45:58 PM	20 Nov, 2025 03:55:37 PM	13 Nov, 2025 03:17:04 PM	0:05:12		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		0 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		0 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		0 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		0 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		0 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	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
686619171328	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619171328			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 03:25:22 PM	20 Nov, 2025 04:00:26 PM	20 Nov, 2025 12:36:23 AM	0:03:42		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 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
686619140252	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
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686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
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686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
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686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
686619140252			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 03:43:32 PM	20 Nov, 2025 04:24:21 PM	19 Nov, 2025 09:17:03 PM	0:03:58		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
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685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
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685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
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685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
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685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_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 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
685363515608			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 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
685363515608	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	20 Nov, 2025 04:16:19 PM	20 Nov, 2025 05:32:08 PM	14 Nov, 2025 02:40:36 PM	0:04:53		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
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686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
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686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
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686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
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686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_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 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686619077641			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 05:37:39 PM	20 Nov, 2025 05:43:30 PM	19 Nov, 2025 04:06:54 PM	0:02:39		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
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686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
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686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
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686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		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
686618707030	[redacted]		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
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686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			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		Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
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686618707030			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 08:02:01 AM	20 Nov, 2025 05:46:29 PM	17 Nov, 2025 01:14:52 PM	0:02:05		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
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686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
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686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
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686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
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686619202551			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		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textar		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal
686619202551			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 05:49:57 PM	20 Nov, 2025 05:56:07 PM	20 Nov, 2025 03:13:22 PM	0:04:17		Internal

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686618710629	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
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686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
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686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
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686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
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686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
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686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
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686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
686618710629			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 04:02:16 PM	20 Nov, 2025 06:05:51 PM	17 Nov, 2025 01:42:41 PM	0:09:21		Internal
685362940050			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 06:08:42 PM	20 Nov, 2025 06:15:49 PM	10 Nov, 2025 03:49:55 PM	0:04:19		Internal
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685362940050	CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 06:08:42 PM	20 Nov, 2025 06:15:49 PM	10 Nov, 2025 03:49:55 PM	0:04:19		Internal
685362940050	CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 06:08:42 PM	20 Nov, 2025 06:15:49 PM	10 Nov, 2025 03:49:55 PM	0:04:19		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
686618846635	CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 06:16:53 PM	20 Nov, 2025 06:20:58 PM	17 Nov, 2025 08:50:08 PM	0:02:27		Internal
685362874441	CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441	CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441	CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441	CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441	CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 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
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362874441		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 06:36:12 PM	20 Nov, 2025 06:38:53 PM	08 Nov, 2025 08:20:43 PM	0:02:57		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362096442	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_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 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
685362096442			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 06:33:51 PM	20 Nov, 2025 06:53:05 PM	03 Nov, 2025 08:05:29 PM	0:05:30		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_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 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 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
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686618635132			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 06:50:09 PM	20 Nov, 2025 06:55:45 PM	14 Nov, 2025 10:42:14 PM	0:02:28		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			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		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
686619136828			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 07:03:28 PM	20 Nov, 2025 07:09:46 PM	19 Nov, 2025 08:55:45 PM	0:05:04		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362913896	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
685362913896			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 07:07:39 PM	20 Nov, 2025 07:13:47 PM	10 Nov, 2025 02:01:43 PM	0:02:20		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
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686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
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686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			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 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619016008			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 07:14:54 PM	20 Nov, 2025 07:27:03 PM	18 Nov, 2025 10:17:06 PM	0:02:47		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 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
686619248367	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_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 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
686619248367			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 07:39:02 PM	20 Nov, 2025 07:42:51 PM	20 Nov, 2025 07:07:25 PM	0:02:54		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 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
685362332462	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_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 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
685362332462			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 07:34:17 PM	20 Nov, 2025 07:49:46 PM	04 Nov, 2025 09:29:59 PM	0:02:31		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
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686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_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 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 07:45:42 PM	20 Nov, 2025 07:51:30 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 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
686619150018	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
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686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
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686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_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 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686619150018			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 08:00:16 PM	20 Nov, 2025 08:08:52 PM	19 Nov, 2025 09:54:37 PM	0:04:23		Internal
686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
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686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
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686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
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686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
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686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
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686618972494			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 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
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686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
686618972494			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 08:01:51 AM	20 Nov, 2025 08:20:03 PM	18 Nov, 2025 07:21:18 PM	0:04:15		Internal
686618984505			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 08:16:00 PM	20 Nov, 2025 08:20:44 PM	18 Nov, 2025 08:12:34 PM	0:02:46		Internal
686618984505			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 08:16:00 PM	20 Nov, 2025 08:20:44 PM	18 Nov, 2025 08:12:34 PM	0:02:46		Internal
686618984505			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 08:16:00 PM	20 Nov, 2025 08:20:44 PM	18 Nov, 2025 08:12:34 PM	0:02:46		Internal
686618984505			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 08:16:00 PM	20 Nov, 2025 08:20:44 PM	18 Nov, 2025 08:12:34 PM	0:02:46		Internal
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686618984505			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 08:16:00 PM	20 Nov, 2025 08:20:44 PM	18 Nov, 2025 08:12:34 PM	0:02:46		Internal
686618984505			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 08:16:00 PM	20 Nov, 2025 08:20:44 PM	18 Nov, 2025 08:12:34 PM	0:02:46		Internal
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686618984505			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 08:16:00 PM	20 Nov, 2025 08:20:44 PM	18 Nov, 2025 08:12:34 PM	0:02:46		Internal
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686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal
686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal
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686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal
686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal
686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal
686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal
686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal
686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal
686618938082			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 07:49:42 PM	20 Nov, 2025 08:22:12 PM	18 Nov, 2025 04:24:09 PM	0:02:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362669251	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_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 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
685362669251			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 08:15:18 PM	20 Nov, 2025 08:25:52 PM	06 Nov, 2025 10:21:44 PM	0:03:03		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
686619054549			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68661905454	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			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		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661905454			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 08:28:50 PM	20 Nov, 2025 08:33:29 PM	19 Nov, 2025 02:46:05 PM	0:02:44		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
68661918614			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 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
686619186149	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
686619186149			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
686619186149			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 12:33:52 PM	21 Nov, 2025 12:39:06 PM	20 Nov, 2025 02:26:15 PM	0:02:31		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
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685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
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685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
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685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
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685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
685362520577			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 12:46:16 PM	21 Nov, 2025 12:49:25 PM	05 Nov, 2025 11:07:59 PM	0:02:22		Internal
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686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
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686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
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686619242733	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
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686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
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686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
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686619242733			CTE_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 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619242733			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 12:55:47 PM	21 Nov, 2025 01:04:51 PM	20 Nov, 2025 06:37:27 PM	0:02:50		Internal
686619245644			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 01:06:25 PM	21 Nov, 2025 01:12:47 PM	20 Nov, 2025 06:49:47 PM	0:03:14		Internal
686619245644			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 01:06:25 PM	21 Nov, 2025 01:12:47 PM	20 Nov, 2025 06:49:47 PM	0:03:14		Internal
686619245644			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 01:06:25 PM	21 Nov, 2025 01:12:47 PM	20 Nov, 2025 06:49:47 PM	0:03:14		Internal
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686619245644			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 01:06:25 PM	21 Nov, 2025 01:12:47 PM	20 Nov, 2025 06:49:47 PM	0:03:14		Internal
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686619245644			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 01:06:25 PM	21 Nov, 2025 01:12:47 PM	20 Nov, 2025 06:49:47 PM	0:03:14		Internal
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686619245644			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 01:06:25 PM	21 Nov, 2025 01:12:47 PM	20 Nov, 2025 06:49:47 PM	0:03:14		Internal
686619245644			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 01:06:25 PM	21 Nov, 2025 01:12:47 PM	20 Nov, 2025 06:49:47 PM	0:03:14		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
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686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_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 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619299144			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 01:19:38 PM	21 Nov, 2025 01:28:58 PM	20 Nov, 2025 10:33:50 PM	0:03:09		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 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
686619155833	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
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686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
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686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_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 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619155833			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 01:41:49 PM	21 Nov, 2025 01:55:07 PM	19 Nov, 2025 10:14:13 PM	0:04:32		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
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686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
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686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
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686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619177565	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_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 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
686619177565			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 02:00:03 PM	21 Nov, 2025 02:03:00 PM	20 Nov, 2025 12:19:36 PM	0:02:02		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
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685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
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685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
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685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
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685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
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685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
685362063079			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 05:30:42 PM	21 Nov, 2025 02:03:25 PM	03 Nov, 2025 06:24:39 PM	0:09:51		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 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
686619237483	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_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 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619237483			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 02:34:26 PM	21 Nov, 2025 02:38:27 PM	20 Nov, 2025 05:33:58 PM	0:02:23		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 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
686619230035	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_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 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686619230035			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 03:10:20 PM	21 Nov, 2025 03:14:13 PM	20 Nov, 2025 05:05:14 PM	0:02:46		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_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 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686618999768			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 03:22:37 PM	21 Nov, 2025 03:31:39 PM	18 Nov, 2025 09:15:35 PM	0:03:26		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 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
686619136361	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_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 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619136361			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 03:43:36 PM	21 Nov, 2025 03:50:26 PM	19 Nov, 2025 08:59:26 PM	0:02:32		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal
686619046838			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 05:51:45 PM	21 Nov, 2025 06:04:42 PM	19 Nov, 2025 02:09:46 PM	0:05:44		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618751732	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_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 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
686618751732			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 06:00:42 PM	21 Nov, 2025 06:07:21 PM	17 Nov, 2025 03:51:56 PM	0:04:03		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
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685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		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
685363516612	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			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		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
685363516612			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 06:09:11 PM	21 Nov, 2025 06:40:12 PM	14 Nov, 2025 02:40:34 PM	0:08:54		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_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 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
686618864049			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 06:39:25 PM	21 Nov, 2025 06:43:12 PM	17 Nov, 2025 10:32:41 PM	0:02:31		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363100971	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
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685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
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685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685363100971			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 02:00:55 PM	21 Nov, 2025 06:44:51 PM	11 Nov, 2025 03:10:30 PM	0:05:30		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
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685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
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685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
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685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 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
685362577366	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_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 Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
685362577366			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 06:40:43 PM	21 Nov, 2025 06:57:39 PM	06 Nov, 2025 03:12:15 PM	0:03:42		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
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686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686618904786			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 07:02:58 PM	21 Nov, 2025 07:10:28 PM	18 Nov, 2025 02:46:03 PM	0:03:06		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		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
686619028290	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
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686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
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686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
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686619028290			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		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
686619028290			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 04:01:41 AM	21 Nov, 2025 07:16:52 PM	18 Nov, 2025 11:02:45 PM	0:08:14		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
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685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
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685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
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685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal

Master Contac	[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
685362818866		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866		CTE_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 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
685362818866		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 07:12:38 PM	21 Nov, 2025 07:19:08 PM	07 Nov, 2025 08:42:02 PM	0:05:32		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
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686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
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686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
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686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
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686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619182939		CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 07:02:29 PM	21 Nov, 2025 07:31:47 PM	20 Nov, 2025 02:03:30 PM	0:05:56		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 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
686619316944	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
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686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_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 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
686619316944			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 08:05:50 PM	21 Nov, 2025 08:13:08 PM	21 Nov, 2025 01:16:15 PM	0:03:22		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
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685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
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685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
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685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
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685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 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
685361889963	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_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 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
685361889963			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 08:27:54 PM	21 Nov, 2025 08:35:29 PM	01 Nov, 2025 04:47:18 PM	0:03:09		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
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686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
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686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
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686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
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686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_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 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
686619028859			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 04:01:44 PM	21 Nov, 2025 08:47:11 PM	18 Nov, 2025 10:58:54 PM	0:03:17		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
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685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
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685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			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 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			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 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685363008400			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 07:34:10 PM	21 Nov, 2025 08:47:53 PM	10 Nov, 2025 06:58:35 PM	0:05:09		Internal
685362178884			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
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685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
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685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_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 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
685362178884		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 08:42:44 PM	21 Nov, 2025 08:52:25 PM	04 Nov, 2025 01:21:46 PM	0:04:03		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220		CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		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
686619270220			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220			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		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
686619270220			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 08:31:57 PM	21 Nov, 2025 09:14:42 PM	20 Nov, 2025 07:58:33 PM	0:02:01		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
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685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
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685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
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685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			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		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362427174			CTE_Res_Moving		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 09:28:10 PM	21 Nov, 2025 09:32:41 PM	05 Nov, 2025 06:02:47 PM	0:04:12		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
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685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362817992	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			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		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
685362817992			CTE_Res_Moving		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 09:40:18 PM	21 Nov, 2025 09:53:45 PM	07 Nov, 2025 09:28:13 PM	0:05:58		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
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686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
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686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
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686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_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 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
686619348738			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Nov, 2025 12:02:55 PM	22 Nov, 2025 12:32:54 PM	21 Nov, 2025 04:01:23 PM	0:06:13		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal

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685362392088	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
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685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
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685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			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 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
685362392088			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Nov, 2025 05:24:23 PM	22 Nov, 2025 05:35:17 PM	05 Nov, 2025 02:51:47 PM	0:03:46		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 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
686619179334	[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]	22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619179334			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Nov, 2025 05:54:30 PM	22 Nov, 2025 07:13:37 PM	20 Nov, 2025 01:16:54 PM	0:03:38		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			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 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			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 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619407993			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 12:53:14 AM	24 Nov, 2025 01:02:18 AM	21 Nov, 2025 09:23:45 PM	0:02:49		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			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 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			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 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619382297			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 01:10:49 AM	24 Nov, 2025 01:15:19 AM	21 Nov, 2025 07:06:06 PM	0:03:32		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
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686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619342810	[redacted]		CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			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 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			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 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619342810			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 01:16:28 AM	24 Nov, 2025 01:23:41 AM	21 Nov, 2025 03:50:37 PM	0:03:29		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_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 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619141697			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619141697	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	24 Nov, 2025 12:19:19 PM	24 Nov, 2025 12:59:15 PM	19 Nov, 2025 09:23:16 PM	0:02:44		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619386757			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 01:08:41 PM	24 Nov, 2025 01:14:33 PM	21 Nov, 2025 07:08:48 PM	0:03:16		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		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
686619341825	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_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 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619341825			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 01:08:54 PM	24 Nov, 2025 01:23:48 PM	21 Nov, 2025 03:29:56 PM	0:02:37		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 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
686619318826	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619318826			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Nov, 2025 01:29:33 PM	24 Nov, 2025 01:32:20 PM	21 Nov, 2025 01:21:27 PM	0:03:22		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619394889			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Nov, 2025 01:43:45 PM	24 Nov, 2025 01:52:56 PM	21 Nov, 2025 07:48:36 PM	0:02:44		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 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
686619396721	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			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 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619396721			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 01:48:41 PM	24 Nov, 2025 01:59:13 PM	21 Nov, 2025 07:57:59 PM	0:03:38		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 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
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_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 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619450860	CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 02:14:49 PM	24 Nov, 2025 02:19:22 PM	22 Nov, 2025 03:20:21 PM	0:03:48		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_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 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619323136	CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 02:08:12 PM	24 Nov, 2025 02:23:16 PM	21 Nov, 2025 02:18:22 PM	0:03:24		Internal
686619506280	CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280	CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 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
686619506280	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			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 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			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 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686619506280			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 02:37:12 PM	24 Nov, 2025 02:44:16 PM	24 Nov, 2025 02:25:50 PM	0:03:47		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 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
686618866625	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618866625			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 02:50:18 PM	24 Nov, 2025 02:56:08 PM	17 Nov, 2025 10:41:28 PM	0:03:58		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_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 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618874222			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 02:54:27 PM	24 Nov, 2025 02:59:50 PM	17 Nov, 2025 10:37:59 PM	0:02:51		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		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
686618915098	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_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 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686618915098			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 02:45:45 PM	24 Nov, 2025 03:02:08 PM	18 Nov, 2025 03:34:30 PM	0:04:40		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 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
686619349449	[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]	24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_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 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619349449			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 03:07:17 PM	24 Nov, 2025 03:09:13 PM	21 Nov, 2025 03:49:45 PM	0:03:03		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_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 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686619233705			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 03:10:17 PM	24 Nov, 2025 03:17:22 PM	20 Nov, 2025 05:56:24 PM	0:03:18		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		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
686618928219	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_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 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686618928219			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 03:09:55 PM	24 Nov, 2025 03:30:16 PM	18 Nov, 2025 04:23:53 PM	0:02:31		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_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 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619362210			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 03:25:41 PM	24 Nov, 2025 03:31:36 PM	21 Nov, 2025 05:04:17 PM	0:03:59		Internal
686619394714			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
686619394714			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
686619394714			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
686619394714			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
686619394714			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
686619394714			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6866193947	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_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 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866193947			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 04:09:32 PM	24 Nov, 2025 04:12:20 PM	21 Nov, 2025 07:22:58 PM	0:03:37		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
6866190431			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		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
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_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 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686619043115			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 04:00:23 PM	24 Nov, 2025 04:18:40 PM	19 Nov, 2025 01:23:35 PM	0:03:15		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_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 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686618979500			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 04:42:10 PM	24 Nov, 2025 04:51:18 PM	18 Nov, 2025 07:13:17 PM	0:03:33		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619367608	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_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 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619367608			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 04:34:56 PM	24 Nov, 2025 05:00:01 PM	21 Nov, 2025 05:30:39 PM	0:02:49		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		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
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686619191570			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		4 Nov, 2025 05:04:48 PM	24 Nov, 2025 05:10:43 PM	20 Nov, 2025 02:17:20 PM	0:03:39		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
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686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_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 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
686618676401			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		6 Nov, 2025 09:01:20 AM	24 Nov, 2025 05:38:41 PM	16 Nov, 2025 05:35:50 AM	0:05:04		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		4 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 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
685362434187	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
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685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_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 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
685362434187			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 05:22:37 PM	24 Nov, 2025 05:40:22 PM	05 Nov, 2025 05:16:38 PM	0:03:18		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_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 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619423002	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619423002			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 06:10:17 PM	24 Nov, 2025 06:19:18 PM	21 Nov, 2025 09:55:06 PM	0:03:54		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_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 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619418460			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 06:23:25 PM	24 Nov, 2025 06:42:47 PM	21 Nov, 2025 09:10:15 PM	0:03:33		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 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
686619388112	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
686619388112			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 11:50:08 AM	24 Nov, 2025 07:01:32 PM	21 Nov, 2025 07:13:42 PM	0:04:55		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
685362195850			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Nov, 2025 06:55:35 PM	24 Nov, 2025 07:18:11 PM	04 Nov, 2025 02:15:24 PM	0:02:53		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		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
686619209426	[redacted]		CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			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 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
686619209426			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 07:12:03 PM	24 Nov, 2025 07:20:38 PM	20 Nov, 2025 04:05:59 PM	0:04:31		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
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685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
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685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal

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685363306762	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
685363306762			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 06:01:06 AM	24 Nov, 2025 07:51:07 PM	12 Nov, 2025 10:27:53 PM	0:06:22		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
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686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
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686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_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 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619472383			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Nov, 2025 01:31:56 PM	24 Nov, 2025 07:56:06 PM	23 Nov, 2025 01:26:31 PM	0:02:03		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
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686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
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686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_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 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619407740			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 08:12:55 PM	24 Nov, 2025 08:18:30 PM	21 Nov, 2025 08:20:59 PM	0:03:10		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		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
686619301529	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619301529			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 04:31:33 AM	24 Nov, 2025 09:47:07 PM	20 Nov, 2025 10:44:42 PM	0:06:30		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
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686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
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686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619595337			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 09:28:38 PM	24 Nov, 2025 09:53:21 PM	24 Nov, 2025 08:07:44 PM	0:02:27		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
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686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		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
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_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 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619506795		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 09:21:44 PM	25 Nov, 2025 12:02:47 PM	24 Nov, 2025 02:45:36 PM	0:05:08		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_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 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619622386		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 12:50:55 PM	25 Nov, 2025 12:57:42 PM	24 Nov, 2025 09:55:53 PM	0:03:54		Internal
686619551976		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 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
686619551976	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_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 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619551976			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 07:26:08 PM	25 Nov, 2025 01:49:57 PM	24 Nov, 2025 05:25:20 PM	0:03:54		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		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
686619351855	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_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 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686619351855			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 12:47:48 PM	25 Nov, 2025 02:35:28 PM	21 Nov, 2025 04:16:55 PM	0:04:46		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
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686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
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686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			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 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686618945590			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 03:01:56 PM	25 Nov, 2025 03:17:40 PM	18 Nov, 2025 04:48:15 PM	0:03:59		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619097342	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
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686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
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686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
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686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			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 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			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 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619097342			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 03:26:58 PM	25 Nov, 2025 03:29:53 PM	19 Nov, 2025 05:55:57 PM	0:04:10		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
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686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
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686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
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686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
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686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
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686619554104			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 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686619554104			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 03:48:16 PM	25 Nov, 2025 03:54:38 PM	24 Nov, 2025 06:35:36 PM	0:04:33		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
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686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
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686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
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686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
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686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_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 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686618805349			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 03:40:54 PM	25 Nov, 2025 03:59:02 PM	17 Nov, 2025 07:20:06 PM	0:02:59		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619646490		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490		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 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490		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 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619646490		CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 04:07:11 PM	25 Nov, 2025 04:11:19 PM	25 Nov, 2025 01:22:50 PM	0:04:35		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_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 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619612543		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 09:58:17 PM	25 Nov, 2025 04:28:16 PM	24 Nov, 2025 09:14:55 PM	0:04:23		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		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
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		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		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619509966		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 02:01:21 AM	25 Nov, 2025 04:40:25 PM	24 Nov, 2025 02:46:05 PM	0:05:26		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
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686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
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686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
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686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		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 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619665419		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 04:27:40 PM	25 Nov, 2025 04:59:16 PM	25 Nov, 2025 03:17:05 PM	0:03:29		Internal
686619660742		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
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686619660742		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619660742	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
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686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
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686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
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686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
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686619660742			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 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619660742			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 05:11:51 PM	25 Nov, 2025 05:25:15 PM	25 Nov, 2025 03:00:26 PM	0:04:02		Internal
686619677431			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
686619677431			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
686619677431			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
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686619677431			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
686619677431			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
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686619677431	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
686619677431			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
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686619677431			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
686619677431			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 05:36:26 PM	25 Nov, 2025 05:46:14 PM	25 Nov, 2025 04:14:09 PM	0:02:57		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
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686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
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686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_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 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619410546			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 07:08:27 PM	25 Nov, 2025 07:33:16 PM	21 Nov, 2025 08:36:35 PM	0:04:30		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619677036	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_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 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619677036			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 05:55:05 PM	25 Nov, 2025 07:35:03 PM	25 Nov, 2025 04:03:00 PM	0:04:12		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
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686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
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686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 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
686619719050	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_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 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
686619719050			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 07:46:26 PM	25 Nov, 2025 07:54:16 PM	25 Nov, 2025 07:20:29 PM	0:02:35		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
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685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
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685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
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685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
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685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_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 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
685363235969			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 08:07:15 PM	25 Nov, 2025 08:19:09 PM	12 Nov, 2025 05:29:52 PM	0:04:45		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 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
686619433730	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbo		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
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686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
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686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			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 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			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 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
686619433730			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 08:03:10 PM	25 Nov, 2025 08:21:48 PM	21 Nov, 2025 10:51:18 PM	0:04:48		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
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685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
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685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
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685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363492286	[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]	25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_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 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
685363492286			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 08:33:11 PM	25 Nov, 2025 08:38:58 PM	14 Nov, 2025 01:26:14 AM	0:03:34		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
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686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
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686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
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686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			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 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			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 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619700781			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 07:42:14 PM	25 Nov, 2025 08:39:09 PM	25 Nov, 2025 06:07:12 PM	0:04:10		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
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686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
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686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619691264	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			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 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			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 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		Internal
686619691264			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 07:53:28 PM	25 Nov, 2025 08:48:58 PM	25 Nov, 2025 04:47:46 PM	0:04:28		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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	checkbo		10 Nov, 2025 01:35:16 PM	26 Nov, 2025 12:59:44 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	checkbo		10 Nov, 2025 01:35:16 PM	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	checkbo		10 Nov, 2025 01:35:16 PM	26 Nov, 2025 12:59:44 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	checkbo		10 Nov, 2025 01:35:16 PM	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	checkbo		10 Nov, 2025 01:35:16 PM	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	checkbo		10 Nov, 2025 01:35:16 PM	26 Nov, 2025 12:59:44 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	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 01:35:16 PM	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 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	26 Nov, 2025 12:59:44 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
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686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
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686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbo		26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619649163	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_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 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686619649163			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Nov, 2025 01:31:57 PM	26 Nov, 2025 01:36:41 PM	25 Nov, 2025 01:35:18 PM	0:03:30		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
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686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
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686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
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686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
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686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_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 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686618637912			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Nov, 2025 01:46:03 PM	26 Nov, 2025 01:49:32 PM	14 Nov, 2025 10:49:14 PM	0:04:29		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265873			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		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
686619265	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_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 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
686619265			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 01:52:09 PM	26 Nov, 2025 02:05:25 PM	20 Nov, 2025 08:20:45 PM	0:03:00		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_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 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362791			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 01:41:49 PM	26 Nov, 2025 02:19:22 PM	07 Nov, 2025 06:52:52 PM	0:04:01		Internal
685362486			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		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
685362486648	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_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 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362486648		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 02:28:17 PM	26 Nov, 2025 02:35:39 PM	05 Nov, 2025 09:49:28 PM	0:05:57		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838		CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 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
685362818838	[redacted]	[redacted]	CTE_Bus_Resolution_Escalation	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 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 01:36:11 PM	26 Nov, 2025 03:26:31 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 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 01:36:11 PM	26 Nov, 2025 03:26:56 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		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
685362818838	[redacted]		CTE_Bus_Resolution_Escalation	[redacted]	Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	10 Nov, 2025 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 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 01:36:11 PM	26 Nov, 2025 03:28:20 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_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 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619621074			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 03:44:21 PM	26 Nov, 2025 03:51:04 PM	24 Nov, 2025 09:50:26 PM	0:02:57		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619694354	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			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 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619694354			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Nov, 2025 03:54:31 PM	26 Nov, 2025 03:59:45 PM	25 Nov, 2025 05:01:50 PM	0:02:35		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			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 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619646200			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Nov, 2025 09:58:50 PM	26 Nov, 2025 04:16:43 PM	25 Nov, 2025 01:09:29 PM	0:02:41		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 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
686619253312	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619253312			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 04:17:16 PM	26 Nov, 2025 04:25:56 PM	20 Nov, 2025 07:23:50 PM	0:03:07		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
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686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			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 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619803538			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 04:29:09 PM	26 Nov, 2025 04:33:28 PM	26 Nov, 2025 03:51:47 PM	0:04:35		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		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		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686619162047		CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 04:37:58 PM	26 Nov, 2025 04:50:09 PM	19 Nov, 2025 10:42:41 PM	0:05:19		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
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686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
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686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
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686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
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686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686618956161	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686618956161			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Nov, 2025 04:44:21 PM	26 Nov, 2025 04:52:49 PM	18 Nov, 2025 06:13:22 PM	0:03:46		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
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686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
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686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
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686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_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 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619637586			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Nov, 2025 02:31:04 PM	26 Nov, 2025 05:03:01 PM	25 Nov, 2025 12:03:16 AM	0:04:00		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
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686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
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686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
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686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		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
686619477161	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_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 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
686619477161			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 05:07:48 PM	26 Nov, 2025 05:16:11 PM	23 Nov, 2025 05:23:47 PM	0:03:17		Internal
685362394651			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 02:00:41 PM	26 Nov, 2025 05:42:53 PM	05 Nov, 2025 03:56:24 PM	0:02:27		Internal
685362394651			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 02:00:41 PM	26 Nov, 2025 05:42:53 PM	05 Nov, 2025 03:56:24 PM	0:02:27		Internal
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685362394651			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 02:00:41 PM	26 Nov, 2025 05:42:53 PM	05 Nov, 2025 03:56:24 PM	0:02:27		Internal
685362394651			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 02:00:41 PM	26 Nov, 2025 05:42:53 PM	05 Nov, 2025 03:56:24 PM	0:02:27		Internal
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685362394651			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 02:00:41 PM	26 Nov, 2025 05:42:53 PM	05 Nov, 2025 03:56:24 PM	0:02:27		Internal
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685362394651			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 02:00:41 PM	26 Nov, 2025 05:42:53 PM	05 Nov, 2025 03:56:24 PM	0:02:27		Internal
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685362394651			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 02:00:41 PM	26 Nov, 2025 05:42:53 PM	05 Nov, 2025 03:56:24 PM	0:02:27		Internal
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686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
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686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
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686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
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686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
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686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
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686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
686619767053			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 02:31:07 AM	26 Nov, 2025 05:54:55 PM	25 Nov, 2025 11:03:44 PM	0:04:54		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619728023			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 05:49:03 PM	26 Nov, 2025 06:34:56 PM	25 Nov, 2025 07:23:27 PM	0:06:38		Internal
686619630349			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
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686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
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686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_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 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619630349		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 06:38:19 PM	26 Nov, 2025 08:00:44 PM	24 Nov, 2025 10:22:19 PM	0:07:46		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
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686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619763624	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	6 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		6 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		6 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		6 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624			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		6 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
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686619763624			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		6 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686619763624			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		6 Nov, 2025 08:01:36 PM	26 Nov, 2025 08:14:24 PM	25 Nov, 2025 10:49:45 PM	0:02:16		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
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686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
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686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686618993977			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		9 Nov, 2025 08:01:47 AM	27 Nov, 2025 04:32:57 AM	18 Nov, 2025 08:07:08 PM	0:04:13		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		7 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		7 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		7 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		7 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		7 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		7 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 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
686619662625	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
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686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_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 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619662625			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Nov, 2025 03:35:04 AM	28 Nov, 2025 01:32:55 PM	25 Nov, 2025 03:01:31 PM	0:02:50		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		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
686619895820	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820		CTE_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 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619895820		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 01:23:28 PM	28 Nov, 2025 02:07:24 PM	27 Nov, 2025 10:52:41 PM	0:04:17		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
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686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
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686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
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686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		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 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619806952		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 02:07:58 PM	28 Nov, 2025 02:12:18 PM	26 Nov, 2025 04:07:12 PM	0:03:25		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619860915	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619860915			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 03:53:30 PM	28 Nov, 2025 05:18:00 PM	26 Nov, 2025 08:40:29 PM	0:05:49		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
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686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
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686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619714054	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
686619714054			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 07:05:21 PM	28 Nov, 2025 07:47:28 PM	25 Nov, 2025 06:23:26 PM	0:04:34		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
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685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
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685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
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685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
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685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
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685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
685362996553			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 08:55:46 PM	28 Nov, 2025 09:10:37 PM	10 Nov, 2025 07:19:19 PM	0:05:03		Internal
686618744474			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal

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686618744474	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
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686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
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686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
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686618744474		CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 04:02:15 PM	28 Nov, 2025 09:28:33 PM	17 Nov, 2025 03:34:51 PM	0:05:12		Internal
686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
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686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
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686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
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686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
686619696538		CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Nov, 2025 03:35:04 PM	28 Nov, 2025 09:48:07 PM	25 Nov, 2025 05:07:33 PM	0:02:31		Internal
686619634455		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 06:31:01 AM	28 Nov, 2025 10:37:19 PM	24 Nov, 2025 10:57:07 PM	0:09:22		Internal
686619634455		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 06:31:01 AM	28 Nov, 2025 10:37:19 PM	24 Nov, 2025 10:57:07 PM	0:09:22		Internal
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686619634455		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 06:31:01 AM	28 Nov, 2025 10:37:19 PM	24 Nov, 2025 10:57:07 PM	0:09:22		Internal
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686619634455		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 06:31:01 AM	28 Nov, 2025 10:37:19 PM	24 Nov, 2025 10:57:07 PM	0:09:22		Internal
686619634455		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 06:31:01 AM	28 Nov, 2025 10:37:19 PM	24 Nov, 2025 10:57:07 PM	0:09:22		Internal
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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
686619634455	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	26 Nov, 2025 06:31:01 AM	28 Nov, 2025 10:37:19 PM	24 Nov, 2025 10:57:07 PM	0:09:22		Internal
686619634455			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Nov, 2025 06:31:01 AM	28 Nov, 2025 10:37:19 PM	24 Nov, 2025 10:57:07 PM	0:09:22		Internal
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686619634455			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed			26 Nov, 2025 06:31:01 AM	28 Nov, 2025 10:37:19 PM	24 Nov, 2025 10:57:07 PM	0:09:22		Internal
686619630710			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Nov, 2025 10:01:17 AM	28 Nov, 2025 10:43:42 PM	24 Nov, 2025 10:27:29 PM	0:03:26		Internal
686619630710			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Nov, 2025 10:01:17 AM	28 Nov, 2025 10:43:42 PM	24 Nov, 2025 10:27:29 PM	0:03:26		Internal
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686619630710			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Nov, 2025 10:01:17 AM	28 Nov, 2025 10:43:42 PM	24 Nov, 2025 10:27:29 PM	0:03:26		Internal
686619630710			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Nov, 2025 10:01:17 AM	28 Nov, 2025 10:43:42 PM	24 Nov, 2025 10:27:29 PM	0:03:26		Internal
686619630710			CTE_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 Nov, 2025 10:01:17 AM	28 Nov, 2025 10:43:42 PM	24 Nov, 2025 10:27:29 PM	0:03:26		Internal
686619630710			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Nov, 2025 10:01:17 AM	28 Nov, 2025 10:43:42 PM	24 Nov, 2025 10:27:29 PM	0:03:26		Internal
686619630710			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Nov, 2025 10:01:17 AM	28 Nov, 2025 10:43:42 PM	24 Nov, 2025 10:27:29 PM	0:03:26		Internal
686619630710			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Nov, 2025 10:01:17 AM	28 Nov, 2025 10:43:42 PM	24 Nov, 2025 10:27:29 PM	0:03:26		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_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 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686618857855			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 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
686618857855	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	28 Nov, 2025 11:50:36 PM	29 Nov, 2025 12:04:59 AM	17 Nov, 2025 10:12:26 PM	0:02:34		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_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 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619816682			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Nov, 2025 11:34:55 PM	29 Nov, 2025 12:46:25 PM	26 Nov, 2025 04:51:22 PM	0:05:27		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			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		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619983363			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Nov, 2025 04:37:09 PM	29 Nov, 2025 04:39:27 PM	28 Nov, 2025 09:26:17 PM	0:01:39		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619928493	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_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 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619928493			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Nov, 2025 04:47:32 PM	29 Nov, 2025 04:54:30 PM	28 Nov, 2025 03:58:40 PM	0:03:51		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
686619649423			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Nov, 2025 05:25:18 PM	29 Nov, 2025 05:31:31 PM	25 Nov, 2025 01:40:25 PM	0:02:59		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362673752	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			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 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			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 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_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 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362673752			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 10:30:43 AM	29 Nov, 2025 10:09:07 PM	06 Nov, 2025 09:24:21 PM	0:05:42		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
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685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
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685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
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685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
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685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			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 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362642285			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 10:30:45 PM	29 Nov, 2025 10:20:59 PM	06 Nov, 2025 07:15:31 PM	0:07:44		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362882027	[redacted]		CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
685362882027			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Nov, 2025 09:01:03 AM	29 Nov, 2025 11:39:48 PM	09 Nov, 2025 07:47:44 AM	0:03:08		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619993833	[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]	29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_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 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619993833			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Nov, 2025 11:24:43 PM	30 Nov, 2025 12:26:39 AM	29 Nov, 2025 12:32:51 AM	0:04:37		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			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		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
686619970860			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Nov, 2025 11:55:55 PM	30 Nov, 2025 12:57:17 AM	28 Nov, 2025 08:15:13 PM	0:04:50		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362982793	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbo		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			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 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			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 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_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 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685362982793			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Nov, 2025 03:31:03 PM	30 Nov, 2025 03:19:55 PM	10 Nov, 2025 05:29:22 PM	0:05:30		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
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685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
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685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
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685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			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		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363215005			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 02:01:07 AM	30 Nov, 2025 03:36:01 PM	12 Nov, 2025 06:06:01 PM	0:03:27		Internal
685363465953			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
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685363465953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal

Master Contac	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
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685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
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685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
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685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	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 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	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 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_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 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
685363465953	CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 10:01:15 PM	30 Nov, 2025 03:52:11 PM	13 Nov, 2025 09:22:03 PM	0:06:44		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
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686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
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686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
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686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		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
686618691970	[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]	17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618691970			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 12:01:53 AM	30 Nov, 2025 05:36:03 PM	16 Nov, 2025 10:04:33 PM	0:06:13		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			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 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618712841			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Nov, 2025 08:02:06 PM	30 Nov, 2025 05:52:37 PM	17 Nov, 2025 01:59:02 PM	0:05:18		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 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
686618831513	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686618831513			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Nov, 2025 04:01:44 PM	30 Nov, 2025 06:20:35 PM	17 Nov, 2025 08:31:18 PM	0:04:11		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619030509			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 12:01:47 PM	30 Nov, 2025 08:10:25 PM	18 Nov, 2025 11:21:44 PM	0:05:40		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 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
686619601018	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619601018			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Nov, 2025 02:01:25 PM	30 Nov, 2025 08:10:50 PM	24 Nov, 2025 08:32:09 PM	0:03:53		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619208288			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Nov, 2025 04:02:01 PM	30 Nov, 2025 08:25:06 PM	20 Nov, 2025 03:46:58 PM	0:09:47		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619979191	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			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		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619979191			CTE_Res_Moving		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 08:21:39 PM	30 Nov, 2025 08:46:47 PM	28 Nov, 2025 08:55:21 PM	0:04:43		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		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
686619163993	[redacted]	[redacted]	CTE_Bus_Solar	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			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 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686619163993			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 04:31:40 PM	30 Nov, 2025 08:56:44 PM	19 Nov, 2025 10:50:51 PM	0:08:30		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
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686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686618975793			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Nov, 2025 05:55:19 PM	30 Nov, 2025 09:02:31 PM	18 Nov, 2025 07:35:17 PM	0:02:15		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
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686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619536388	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_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 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686619536388			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 10:40:53 PM	30 Nov, 2025 10:45:43 PM	24 Nov, 2025 04:31:35 PM	0:05:05		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
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686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
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686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			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 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686618853597			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 10:49:57 PM	30 Nov, 2025 10:55:40 PM	17 Nov, 2025 10:03:41 PM	0:04:11		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 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
686619982312	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_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 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619982312			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 10:54:37 PM	30 Nov, 2025 10:57:54 PM	28 Nov, 2025 09:18:37 PM	0:03:33		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
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686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
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686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			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		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686619865004			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 10:59:14 PM	30 Nov, 2025 11:01:51 PM	26 Nov, 2025 08:52:41 PM	0:02:49		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
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686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		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
686618828842	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			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	30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686618828842			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Nov, 2025 11:13:31 PM	30 Nov, 2025 11:18:02 PM	17 Nov, 2025 07:59:38 PM	0:04:11		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_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 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619932196			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Nov, 2025 11:27:09 PM	30 Nov, 2025 11:31:04 PM	28 Nov, 2025 04:14:25 PM	0:02:58		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_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 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal
686619492447			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Nov, 2025 11:26:55 PM	30 Nov, 2025 11:31:40 PM	24 Nov, 2025 01:21:30 PM	0:03:14		Internal

REDACTED

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
686619532867	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
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686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_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 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686619532867			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 11:39:51 PM	30 Nov, 2025 11:44:29 PM	24 Nov, 2025 04:20:55 PM	0:03:58		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_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 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686618847289			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 11:57:50 PM	01 Dec, 2025 12:04:30 AM	17 Nov, 2025 09:14:14 PM	0:04:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619487426	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_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 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619487426			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Nov, 2025 07:33:08 AM	01 Dec, 2025 01:02:59 AM	24 Nov, 2025 05:23:27 AM	0:07:07		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 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
686619766972	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_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 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619766972			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 05:44:46 PM	01 Dec, 2025 12:45:55 PM	25 Nov, 2025 10:55:24 PM	0:03:18		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		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
686619920841	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_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 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619920841			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	28 Nov, 2025 04:35:52 PM	01 Dec, 2025 12:46:02 PM	28 Nov, 2025 03:11:16 PM	0:06:40		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			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 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 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
686619912611	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619912611			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 04:05:03 PM	01 Dec, 2025 12:46:08 PM	28 Nov, 2025 02:25:50 PM	0:03:16		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
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686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_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 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619863474			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 02:40:04 PM	01 Dec, 2025 12:46:21 PM	26 Nov, 2025 08:36:54 PM	0:02:43		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
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686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		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
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
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686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619737741		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 03:19:57 PM	01 Dec, 2025 03:23:00 PM	25 Nov, 2025 08:51:17 PM	0:04:01		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
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686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
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686619980015		CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6866199800	[redacted]	[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]	01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
6866199800			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
6866199800			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
6866199800			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 03:39:29 PM	01 Dec, 2025 03:42:53 PM	28 Nov, 2025 09:02:25 PM	0:04:31		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_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 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200548			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 03:30:14 PM	01 Dec, 2025 04:01:04 PM	01 Dec, 2025 01:13:24 PM	0:06:10		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
6866200756			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620075611	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686620075611			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		1 Dec, 2025 04:24:48 PM	01 Dec, 2025 04:44:17 PM	01 Dec, 2025 03:08:22 PM	0:06:58		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		1 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 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
686619979098	[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]	01 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_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 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619979098			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 04:24:56 PM	01 Dec, 2025 05:05:55 PM	28 Nov, 2025 08:52:28 PM	0:03:20		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_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 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686619998924			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 06:34:06 PM	01 Dec, 2025 06:45:05 PM	29 Nov, 2025 12:12:51 PM	0:03:44		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620074957	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_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 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 06:33:16 PM	01 Dec, 2025 06:54:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		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
686620161474		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474		CTE_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 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620161474		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 07:53:32 PM	01 Dec, 2025 07:59:42 PM	01 Dec, 2025 07:33:49 PM	0:04:13		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textare		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620073427		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 08:10:29 PM	01 Dec, 2025 08:23:08 PM	01 Dec, 2025 02:50:22 PM	0:06:52		Internal
686620159331		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620159331	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_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 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620159331			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 08:32:17 PM	01 Dec, 2025 08:45:28 PM	01 Dec, 2025 07:22:20 PM	0:03:38		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
686620200209			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 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
6866202002	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_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 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866202002			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 12:39:19 PM	02 Dec, 2025 01:13:01 PM	01 Dec, 2025 09:10:29 PM	0:02:41		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866197612			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Nov, 2025 10:31:06 PM	02 Dec, 2025 01:50:14 PM	25 Nov, 2025 10:31:54 PM	0:04:01		Internal
6866201475			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
6866201475			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
6866201475			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
6866201475			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal

Master Contac	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
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620147596	CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 02:00:58 PM	02 Dec, 2025 02:37:38 PM	01 Dec, 2025 06:02:23 PM	0:03:03		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 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
686620025606	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606			CTE_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 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620025606			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 01:01:21 PM	02 Dec, 2025 02:38:54 PM	30 Nov, 2025 12:52:32 PM	0:03:54		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_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 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620045867			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 04:01:36 AM	02 Dec, 2025 02:46:36 PM	01 Dec, 2025 02:43:37 AM	0:02:07		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		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
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textare		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkb		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkb		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textare		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textare		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_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 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textare		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620149136			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textare		01 Dec, 2025 08:01:59 PM	02 Dec, 2025 03:31:12 PM	01 Dec, 2025 06:01:35 PM	0:04:25		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkb		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkb		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textare		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkb		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkb		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textare		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkb		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkb		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textare		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkb		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkb		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textare		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 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
686620258153	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_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 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686620258153			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 03:42:58 PM	02 Dec, 2025 03:49:58 PM	02 Dec, 2025 01:22:01 PM	0:03:26		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_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 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686619987929			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 04:02:50 PM	02 Dec, 2025 04:08:05 PM	28 Nov, 2025 10:04:09 PM	0:02:31		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620226552	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			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 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620226552			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 04:22:53 PM	02 Dec, 2025 04:40:35 PM	01 Dec, 2025 10:32:01 PM	0:02:30		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_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 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620069884			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 10:31:29 AM	02 Dec, 2025 05:22:44 PM	01 Dec, 2025 02:46:39 PM	0:05:32		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		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
686620263094	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_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 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620263094			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	02 Dec, 2025 05:34:54 PM	02 Dec, 2025 05:46:11 PM	02 Dec, 2025 02:20:16 PM	0:05:24		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_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 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620023797			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	30 Nov, 2025 09:01:20 AM	02 Dec, 2025 06:18:50 PM	30 Nov, 2025 05:58:23 AM	0:06:46		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620208972	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
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686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
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686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
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686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_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 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620208972			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 06:43:01 PM	02 Dec, 2025 06:46:12 PM	01 Dec, 2025 08:56:35 PM	0:03:53		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		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
686620037395		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_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 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620037395		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 09:01:24 PM	02 Dec, 2025 06:48:17 PM	30 Nov, 2025 07:51:46 PM	0:03:00		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_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 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620045964		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Dec, 2025 12:01:39 PM	02 Dec, 2025 06:54:58 PM	01 Dec, 2025 02:55:32 AM	0:02:48		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		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
686620288011	[redacted]	[redacted]	CTE_Police_Fire	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011			CTE_Police_Fire	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011			CTE_Police_Fire	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011			CTE_Police_Fire	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011			CTE_Police_Fire	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011			CTE_Police_Fire	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011			CTE_Police_Fire	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620288011			CTE_Police_Fire	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 06:45:55 PM	02 Dec, 2025 06:55:20 PM	02 Dec, 2025 03:26:32 PM	0:05:27		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_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 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620208908			CTE_Res_Moving	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 07:41:08 PM	02 Dec, 2025 07:55:50 PM	01 Dec, 2025 09:38:12 PM	0:05:52		Internal
686620191298			CTE_Res_Outage	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620191298	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textar	[redacted]	02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	check		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	check		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textar		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	check		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	check		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textar		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	check		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	check		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textar		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textar		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_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 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textar		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620191298			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textar		02 Dec, 2025 08:05:06 PM	02 Dec, 2025 08:24:25 PM	01 Dec, 2025 08:03:29 PM	0:04:28		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	check		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	check		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textar		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	check		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
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686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textar		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	check		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	check		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textar		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	check		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	check		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textar		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			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		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620311462			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 02:14:28 PM	03 Dec, 2025 02:20:24 PM	02 Dec, 2025 04:45:59 PM	0:03:59		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
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686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
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686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620379604			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 02:21:08 PM	03 Dec, 2025 02:47:41 PM	02 Dec, 2025 09:56:25 PM	0:03:12		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		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
686620427246	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_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 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620427246			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 02:56:45 PM	03 Dec, 2025 03:00:29 PM	03 Dec, 2025 01:41:55 PM	0:03:22		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
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686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
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686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
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686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
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686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
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686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620405374			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 02:48:12 PM	03 Dec, 2025 03:02:10 PM	02 Dec, 2025 11:06:20 PM	0:03:10		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
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686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
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686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal

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686620434167	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
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686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620434167			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 03:35:06 PM	03 Dec, 2025 03:49:41 PM	03 Dec, 2025 02:42:23 PM	0:02:58		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_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 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620384927			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 03:47:07 PM	03 Dec, 2025 03:51:24 PM	02 Dec, 2025 10:05:42 PM	0:03:24		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620381596	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620381596			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 03:53:07 PM	03 Dec, 2025 03:57:48 PM	02 Dec, 2025 09:22:07 PM	0:04:12		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
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686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
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686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 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
686620397443	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620397443			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 03:58:02 PM	03 Dec, 2025 04:39:01 PM	02 Dec, 2025 10:34:21 PM	0:03:30		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_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 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620403257			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 04:36:06 PM	03 Dec, 2025 04:40:21 PM	02 Dec, 2025 10:49:49 PM	0:03:16		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		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
686620428122		CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122		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 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620428122		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 05:10:02 PM	03 Dec, 2025 05:16:13 PM	03 Dec, 2025 01:54:16 PM	0:04:33		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
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686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
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686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_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 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620137436		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 05:49:33 PM	03 Dec, 2025 05:53:10 PM	01 Dec, 2025 05:27:14 PM	0:04:53		Internal
686620305590		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590		CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620305590	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
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686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			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		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 07:10:50 PM	03 Dec, 2025 07:15:41 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620516262	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620516262			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 08:07:05 PM	03 Dec, 2025 08:35:03 PM	03 Dec, 2025 07:33:02 PM	0:03:00		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620255284	[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]	03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_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 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620255284			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 09:05:36 PM	03 Dec, 2025 09:07:57 PM	02 Dec, 2025 01:01:54 PM	0:04:04		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_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 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620401076			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 03:33:41 AM	03 Dec, 2025 09:23:46 PM	02 Dec, 2025 10:43:52 PM	0:06:18		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		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
686620390135	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_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 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620390135			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 09:50:15 PM	03 Dec, 2025 09:55:19 PM	02 Dec, 2025 09:34:12 PM	0:04:06		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	f	03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			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		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620305590			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 07:33:55 PM	03 Dec, 2025 10:04:57 PM	02 Dec, 2025 05:12:52 PM	0:06:42		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 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
686620292502	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620292502			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 06:31:46 PM	03 Dec, 2025 10:36:02 PM	02 Dec, 2025 04:06:48 PM	0:02:57		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_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 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
686620025487			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Nov, 2025 01:01:20 PM	03 Dec, 2025 10:53:56 PM	30 Nov, 2025 12:47:20 PM	0:02:19		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 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
687868563612	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
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687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
687868563612			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 01:04:27 PM	04 Dec, 2025 01:08:09 PM	03 Dec, 2025 10:52:23 PM	0:02:56		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
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686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
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686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
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686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
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686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
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686620503803			CTE_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 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620503803	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620503803			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 01:42:38 PM	04 Dec, 2025 01:46:59 PM	03 Dec, 2025 06:54:14 PM	0:04:08		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
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686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
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686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
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686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
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686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
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686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
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686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686620527465			CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 01:51:57 PM	04 Dec, 2025 01:58:01 PM	03 Dec, 2025 08:02:48 PM	0:04:29		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		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
686619697762	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_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 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
686619697762			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Nov, 2025 07:34:54 AM	04 Dec, 2025 02:00:31 PM	25 Nov, 2025 05:41:17 PM	0:07:59		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
687868608327			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	04 Dec, 2025 02:24:27 PM	04 Dec, 2025 02:31:53 PM	04 Dec, 2025 02:06:15 PM	0:03:51		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal

Master Contact	Agent Name	Team	Skill	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620538434	[redacted]	[redacted]	CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620538434			CTE_Res_Resolution_Consult	Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 02:43:52 PM	04 Dec, 2025 02:58:17 PM	03 Dec, 2025 08:54:06 PM	0:05:23		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_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 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
686620548679			CTE_Res_Moving	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 03:26:44 PM	04 Dec, 2025 03:33:33 PM	03 Dec, 2025 09:53:22 PM	0:05:29		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 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
687868614660	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_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 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868614660			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 03:34:42 PM	04 Dec, 2025 03:44:41 PM	04 Dec, 2025 02:43:44 PM	0:03:34		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
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687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
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687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
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687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_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 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868603645			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 03:45:18 PM	04 Dec, 2025 03:49:04 PM	04 Dec, 2025 01:44:59 PM	0:03:27		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
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687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
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687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
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687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
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687868571949			CTE_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 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal
687868571949			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 03:56:58 PM	04 Dec, 2025 04:00:18 PM	03 Dec, 2025 11:09:05 PM	0:02:54		Internal

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
687868572572	CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 04:25:26 PM	04 Dec, 2025 04:33:50 PM	03 Dec, 2025 11:11:34 PM	0:04:05		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707	CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620378707			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 02:31:16 AM	04 Dec, 2025 05:02:27 PM	02 Dec, 2025 08:45:58 PM	0:03:58		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			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		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal
686620451064			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 05:23:39 PM	04 Dec, 2025 05:29:02 PM	03 Dec, 2025 03:19:45 PM	0:06:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620378747	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
686620378747			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 06:39:53 PM	04 Dec, 2025 06:51:34 PM	02 Dec, 2025 09:51:20 PM	0:04:42		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 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
687868660778	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 07:20:36 PM	04 Dec, 2025 07:52:12 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
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686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_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 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620502607			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				03 Dec, 2025 07:33:56 PM	04 Dec, 2025 09:09:53 PM	03 Dec, 2025 06:51:20 PM	0:04:23		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
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686620405413			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 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
6866204054	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
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6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6866204054			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 06:31:15 AM	04 Dec, 2025 09:22:08 PM	02 Dec, 2025 10:55:58 PM	0:04:36		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878686045			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Dec, 2025 06:31:19 PM	04 Dec, 2025 09:57:02 PM	04 Dec, 2025 02:17:40 PM	0:09:18		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
6878687190			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868719006	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
687868719006			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 01:38:04 PM	05 Dec, 2025 01:42:00 PM	04 Dec, 2025 10:22:57 PM	0:03:38		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
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686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 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
686620501636	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
686620501636			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 01:28:02 PM	05 Dec, 2025 02:21:35 PM	03 Dec, 2025 06:45:05 PM	0:03:27		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_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 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 03:14:22 PM	05 Dec, 2025 03:18:12 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		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
687868568225	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			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		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
687868568225			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 03:17:40 PM	05 Dec, 2025 03:31:00 PM	03 Dec, 2025 10:21:38 PM	0:02:55		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			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		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 PM	0:02:37		Internal
686619978026			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 02:22:47 PM	05 Dec, 2025 03:58:32 PM	28 Nov, 2025 08:51:25 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
686619879524	[redacted]	[redacted]	CTE_Res_Payment_Span	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
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686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
686619879524			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 04:01:49 AM	05 Dec, 2025 04:04:23 PM	26 Nov, 2025 10:54:25 PM	0:08:56		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 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
687868785760	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868785760			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 04:24:20 PM	05 Dec, 2025 04:27:50 PM	05 Dec, 2025 04:05:54 PM	0:02:55		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				04 Dec, 2025 07:53:03 PM	05 Dec, 2025 04:36:31 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		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
687868716941	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868716941			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 04:45:19 PM	05 Dec, 2025 04:50:44 PM	04 Dec, 2025 10:15:24 PM	0:03:15		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			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 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			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 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
687868762430			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 04:49:56 PM	05 Dec, 2025 04:57:44 PM	05 Dec, 2025 03:10:33 PM	0:03:34		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 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
686620346970	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
686620346970			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 05:16:14 PM	05 Dec, 2025 05:24:40 PM	02 Dec, 2025 08:09:19 PM	0:04:22		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
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687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			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		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
687868699563			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 05:16:46 PM	05 Dec, 2025 05:30:59 PM	04 Dec, 2025 09:09:11 PM	0:02:57		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
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686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 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
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
686620459323			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 05:36:09 PM	05 Dec, 2025 05:54:26 PM	03 Dec, 2025 04:25:12 PM	0:02:27		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			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 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			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 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868699251			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 05:55:35 PM	05 Dec, 2025 06:09:25 PM	04 Dec, 2025 09:11:56 PM	0:03:18		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
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687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 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
687868750003	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868750003			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 05:34:17 PM	05 Dec, 2025 06:16:11 PM	05 Dec, 2025 01:13:36 PM	0:03:42		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
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687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
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687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
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687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
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687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
687868603008			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 06:01:41 PM	05 Dec, 2025 06:45:27 PM	04 Dec, 2025 02:10:39 PM	0:07:54		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620549716	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620549716			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 06:59:05 PM	05 Dec, 2025 07:26:13 PM	03 Dec, 2025 10:00:00 PM	0:06:24		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
686620114085			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620114085	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	05 Dec, 2025 07:40:21 PM	05 Dec, 2025 07:46:12 PM	01 Dec, 2025 05:03:43 PM	0:02:47		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
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687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
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687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
687868763987			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 08:04:03 PM	05 Dec, 2025 08:11:43 PM	05 Dec, 2025 02:39:14 PM	0:03:36		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
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686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620127678	[redacted]		CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
686620127678			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 02:22:57 PM	05 Dec, 2025 08:23:15 PM	01 Dec, 2025 06:31:01 PM	0:03:58		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
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687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
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687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_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 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		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
687868879225		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868879225		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 02:42:46 PM	08 Dec, 2025 03:07:53 PM	05 Dec, 2025 11:16:14 PM	0:05:28		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
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687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
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687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
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687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
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687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868654960		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 02:48:55 PM	08 Dec, 2025 03:15:30 PM	04 Dec, 2025 05:05:54 PM	0:02:31		Internal
687868641738		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
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687868641738		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		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
687868641738	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
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687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
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687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_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 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868641738			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 03:37:29 PM	08 Dec, 2025 04:01:36 PM	04 Dec, 2025 04:56:42 PM	0:04:38		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 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
687868784191	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_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 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
687868784191			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 04:47:31 PM	08 Dec, 2025 05:13:52 PM	05 Dec, 2025 05:10:17 PM	0:04:46		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620188141			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 02:22:51 PM	08 Dec, 2025 05:37:13 PM	01 Dec, 2025 08:40:47 PM	0:04:15		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		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
686620280267	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			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 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
686620280267			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 02:30:50 PM	08 Dec, 2025 05:53:26 PM	02 Dec, 2025 03:42:48 PM	0:10:00		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		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
687868970406		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868970406		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 05:31:51 PM	08 Dec, 2025 06:01:04 PM	08 Dec, 2025 03:55:35 PM	0:04:39		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbo		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbo		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
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687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_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 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868748038		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 06:17:15 PM	08 Dec, 2025 06:33:35 PM	05 Dec, 2025 01:04:18 PM	0:03:16		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
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687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
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687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
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687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868919308		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Dec, 2025 08:02:13 AM	08 Dec, 2025 06:38:06 PM	07 Dec, 2025 07:56:42 AM	0:04:20		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
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687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
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687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
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687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 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
687868960173	[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]	08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868960173			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 06:41:07 PM	08 Dec, 2025 06:45:06 PM	08 Dec, 2025 02:34:19 PM	0:03:01		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687868925636			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 02:00:31 AM	08 Dec, 2025 06:46:02 PM	07 Dec, 2025 04:49:13 PM	0:03:02		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
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687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
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687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_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 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687869009928			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 06:01:04 PM	08 Dec, 2025 06:58:46 PM	08 Dec, 2025 05:25:18 PM	0:04:49		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		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
687868998357	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
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687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
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687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_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 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868998357			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 07:00:09 PM	08 Dec, 2025 07:05:21 PM	08 Dec, 2025 05:53:36 PM	0:03:46		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868627329		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687868627329		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 07:16:06 PM	08 Dec, 2025 07:29:15 PM	04 Dec, 2025 03:56:13 PM	0:03:39		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
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687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
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687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
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687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687869011566		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 08:06:53 PM	08 Dec, 2025 08:09:28 PM	08 Dec, 2025 06:39:35 PM	0:03:12		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
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687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
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687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
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687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868935646	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646			CTE_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 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868935646			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	08 Dec, 2025 06:00:31 AM	08 Dec, 2025 08:51:59 PM	08 Dec, 2025 12:23:54 AM	0:04:47		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
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687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
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687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868958432			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	08 Dec, 2025 09:15:04 PM	08 Dec, 2025 09:17:51 PM	08 Dec, 2025 03:04:37 PM	0:03:42		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal

Master Contac	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
687868660778	CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778	CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778	CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778	CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778	CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778	CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778	CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778	CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				04 Dec, 2025 07:53:03 PM	08 Dec, 2025 10:01:02 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869118715	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 02:35:03 PM	09 Dec, 2025 02:38:24 PM	09 Dec, 2025 02:28:22 PM	0:03:01		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
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687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
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687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060	CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 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
687869124060	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687869124060			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 02:38:48 PM	09 Dec, 2025 02:43:41 PM	09 Dec, 2025 02:28:29 PM	0:03:58		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_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 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868774516			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Dec, 2025 08:25:57 PM	09 Dec, 2025 02:47:50 PM	05 Dec, 2025 04:24:14 PM	0:06:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868660778	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687868660778			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	04 Dec, 2025 07:53:03 PM	09 Dec, 2025 03:28:19 PM	04 Dec, 2025 06:19:11 PM	0:03:53		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		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
687869114079		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869114079		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 04:21:44 PM	09 Dec, 2025 04:32:25 PM	09 Dec, 2025 01:28:28 PM	0:04:17		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		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 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687869019052		CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 05:27:56 PM	09 Dec, 2025 05:31:46 PM	08 Dec, 2025 06:55:59 PM	0:03:43		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 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
687868871396	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868871396			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 05:39:14 PM	09 Dec, 2025 05:50:37 PM	05 Dec, 2025 09:56:30 PM	0:03:26		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_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 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868874971	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687868874971			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 06:41:06 PM	09 Dec, 2025 06:46:11 PM	05 Dec, 2025 10:25:21 PM	0:04:00		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
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687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
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687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
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687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
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687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
687869090835			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 07:19:12 PM	09 Dec, 2025 07:22:27 PM	08 Dec, 2025 11:19:03 PM	0:03:27		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		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
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			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	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
686620520515			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	09 Dec, 2025 07:44:16 PM	09 Dec, 2025 07:47:43 PM	03 Dec, 2025 07:38:01 PM	0:02:31		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_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 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687868923683			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	07 Dec, 2025 04:01:38 PM	09 Dec, 2025 10:20:14 PM	07 Dec, 2025 03:28:50 PM	0:05:58		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 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
687869246988	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			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 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			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 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869246988			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 02:55:05 PM	10 Dec, 2025 03:07:19 PM	09 Dec, 2025 10:55:05 PM	0:04:42		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		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
687869191899		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869191899		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 03:26:13 PM	10 Dec, 2025 03:34:42 PM	09 Dec, 2025 07:57:47 PM	0:04:38		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_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 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869122520		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 03:40:06 PM	10 Dec, 2025 03:47:16 PM	09 Dec, 2025 02:51:01 PM	0:04:04		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869087737	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869087737			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 02:31:00 PM	10 Dec, 2025 04:07:13 PM	08 Dec, 2025 11:01:07 PM	0:03:10		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
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687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_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 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869233575			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 04:08:37 PM	10 Dec, 2025 04:31:08 PM	09 Dec, 2025 10:21:51 PM	0:06:53		Internal
687869176313			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		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
687869176313	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		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		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687869176313		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 04:42:04 PM	10 Dec, 2025 04:55:35 PM	09 Dec, 2025 05:38:30 PM	0:03:50		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 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
687868713572	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_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 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687868713572			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 05:31:20 PM	10 Dec, 2025 05:46:37 PM	04 Dec, 2025 09:58:29 PM	0:04:40		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
687869276532			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 05:59:18 PM	10 Dec, 2025 06:18:10 PM	10 Dec, 2025 02:27:45 PM	0:03:13		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbo		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbo		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbo		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			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		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
686620525801			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 06:50:26 PM	10 Dec, 2025 06:55:54 PM	03 Dec, 2025 07:31:04 PM	0:05:39		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbo		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbo		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		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
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_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 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869254114		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 07:08:20 PM	10 Dec, 2025 07:11:50 PM	10 Dec, 2025 02:14:40 AM	0:01:54		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_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 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869083849		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 07:34:58 PM	10 Dec, 2025 07:40:56 PM	08 Dec, 2025 10:57:11 PM	0:02:33		Internal
687869316878		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		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
687869316878	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_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 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869316878			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	10 Dec, 2025 07:51:11 PM	10 Dec, 2025 08:13:41 PM	10 Dec, 2025 06:03:42 PM	0:04:05		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_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 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869304036		CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 01:18:25 PM	11 Dec, 2025 01:20:49 PM	10 Dec, 2025 05:01:36 PM	0:03:28		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_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 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal
687869363942		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 01:19:30 PM	11 Dec, 2025 01:27:29 PM	10 Dec, 2025 09:22:59 PM	0:02:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620074957	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
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686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
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686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
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686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
686620074957			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	05 Dec, 2025 04:01:35 PM	11 Dec, 2025 01:36:57 PM	01 Dec, 2025 03:02:59 PM	0:06:42		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		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
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687868819801			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 01:46:09 PM	11 Dec, 2025 02:06:37 PM	05 Dec, 2025 07:43:29 PM	0:04:38		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869401977			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 02:08:18 PM	11 Dec, 2025 02:11:15 PM	11 Dec, 2025 01:55:53 PM	0:02:04		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869382207	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_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 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
687869382207			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	11 Dec, 2025 02:44:05 PM	11 Dec, 2025 02:46:35 PM	10 Dec, 2025 10:51:31 PM	0:03:37		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620251675	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_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 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
686620251675			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 02:24:07 PM	11 Dec, 2025 02:48:11 PM	02 Dec, 2025 10:13:57 AM	0:04:34		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_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 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869260481			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 02:29:43 PM	11 Dec, 2025 03:02:38 PM	10 Dec, 2025 01:02:00 PM	0:05:36		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869302314	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_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 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
687869302314			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 03:12:31 PM	11 Dec, 2025 03:19:19 PM	10 Dec, 2025 04:53:06 PM	0:04:19		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
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686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
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686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620414896	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_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 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
686620414896			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Dec, 2025 03:33:48 PM	11 Dec, 2025 03:27:07 PM	03 Dec, 2025 02:06:32 AM	0:03:23		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_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 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687869099985			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Dec, 2025 06:30:49 AM	11 Dec, 2025 04:37:59 PM	09 Dec, 2025 03:19:22 AM	0:05:43		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		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
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_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 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687868587544		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 04:38:14 PM	11 Dec, 2025 05:01:30 PM	04 Dec, 2025 09:19:34 AM	0:03:06		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		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 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		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 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869325354		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 06:09:15 PM	11 Dec, 2025 06:28:34 PM	10 Dec, 2025 06:12:24 PM	0:02:48		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 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
687869359718	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_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 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687869359718			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 06:33:40 PM	11 Dec, 2025 06:40:20 PM	10 Dec, 2025 09:03:56 PM	0:03:03		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
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687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
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687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
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687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 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
687868934358	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687868934358			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 06:46:30 PM	11 Dec, 2025 06:59:50 PM	07 Dec, 2025 10:48:40 PM	0:04:18		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
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687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
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687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
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687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
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687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
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687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687869265893			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 11:47:50 AM	12 Dec, 2025 12:01:53 PM	10 Dec, 2025 01:33:11 PM	0:03:22		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal

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687868955237	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
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687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
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687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
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687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
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687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
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687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_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 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687868955237			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Dec, 2025 12:17:09 PM	12 Dec, 2025 12:28:33 PM	08 Dec, 2025 02:11:19 PM	0:06:19		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			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 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869414179	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869414179			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 12:56:35 PM	12 Dec, 2025 01:00:09 PM	11 Dec, 2025 03:13:48 PM	0:02:59		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_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 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869313028			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 12:43:03 PM	12 Dec, 2025 01:21:42 PM	10 Dec, 2025 05:15:20 PM	0:04:24		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 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
687869513465	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_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 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869513465			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 01:19:57 PM	12 Dec, 2025 01:24:07 PM	11 Dec, 2025 10:33:39 PM	0:03:42		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_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 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869377867			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 01:25:21 PM	12 Dec, 2025 01:43:26 PM	10 Dec, 2025 10:37:44 PM	0:01:59		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 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
687869382526	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_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 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869382526			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 01:48:01 PM	12 Dec, 2025 01:54:01 PM	10 Dec, 2025 11:04:22 PM	0:04:56		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
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687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
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687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			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 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
687869489948			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 02:15:04 PM	12 Dec, 2025 03:02:12 PM	11 Dec, 2025 08:03:56 PM	0:02:52		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620235916	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			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 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
686620235916			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 02:23:48 PM	12 Dec, 2025 03:27:22 PM	01 Dec, 2025 11:01:01 PM	0:08:25		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 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
687868961032			CTE_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 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687868961032			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 03:37:40 PM	12 Dec, 2025 03:45:43 PM	08 Dec, 2025 02:35:53 PM	0:04:59		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869510356			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 02:30:50 PM	12 Dec, 2025 03:46:29 PM	11 Dec, 2025 09:37:34 PM	0:02:50		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869336645			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		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
687869336645	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Dec, 2025 04:05:07 PM	12 Dec, 2025 04:14:41 PM	10 Dec, 2025 07:26:41 PM	0:05:07		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
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687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_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 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869340513			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Dec, 2025 06:30:42 AM	12 Dec, 2025 04:29:56 PM	10 Dec, 2025 07:35:18 PM	0:02:27		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
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687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_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 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		Internal
687869414720			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Dec, 2025 10:30:41 AM	12 Dec, 2025 04:42:19 PM	11 Dec, 2025 02:45:48 PM	0:03:37		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
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
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687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869461011			CTE_Res_Resolution_Escalation		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Dec, 2025 04:54:47 PM	12 Dec, 2025 05:19:31 PM	11 Dec, 2025 07:05:28 PM	0:10:01		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
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687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
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687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			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	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869511415			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Dec, 2025 05:38:25 PM	12 Dec, 2025 05:44:52 PM	11 Dec, 2025 10:22:12 PM	0:05:16		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 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
687869510594	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			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 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			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 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869510594			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 05:51:22 PM	12 Dec, 2025 05:55:52 PM	11 Dec, 2025 10:30:36 PM	0:03:56		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		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
687869552442	[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]	12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_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 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869552442			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 05:54:10 PM	12 Dec, 2025 06:01:35 PM	12 Dec, 2025 02:52:58 PM	0:05:48		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
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687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
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687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
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687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			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 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			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 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869560358			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 05:58:47 PM	12 Dec, 2025 06:07:57 PM	12 Dec, 2025 03:42:32 PM	0:04:13		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869577244	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_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 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687869577244			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 06:13:33 PM	12 Dec, 2025 06:21:59 PM	12 Dec, 2025 04:19:10 PM	0:02:12		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_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 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687868764263			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 06:32:26 PM	12 Dec, 2025 06:58:03 PM	05 Dec, 2025 02:39:23 PM	0:03:55		Internal
687869558178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
687869558178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
687869558178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
687869558178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
687869558178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
687869558178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68786955817	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_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 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786955817			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 07:08:03 PM	12 Dec, 2025 07:50:54 PM	12 Dec, 2025 03:15:14 PM	0:03:56		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
68786934049			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		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
687869340498	[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]	11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
687869340498			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
687869340498			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
687869340498			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 02:30:48 AM	12 Dec, 2025 09:50:32 PM	10 Dec, 2025 07:34:56 PM	0:09:30		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
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687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_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 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868728526			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 06:01:38 AM	12 Dec, 2025 10:39:14 PM	04 Dec, 2025 11:02:52 PM	0:05:02		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		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
687868957931	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	5 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		5 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		5 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		5 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		5 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		5 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		5 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687868957931			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		5 Dec, 2025 12:12:59 PM	15 Dec, 2025 12:24:20 PM	08 Dec, 2025 02:59:16 PM	0:05:34		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
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687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
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687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
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687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
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687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_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 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
687869576434			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		2 Dec, 2025 08:19:39 PM	15 Dec, 2025 01:50:50 PM	12 Dec, 2025 04:34:32 PM	0:06:22		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		8 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		8 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		8 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		8 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		8 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		8 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686619776525	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_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 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686619776525			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Nov, 2025 08:01:50 AM	15 Dec, 2025 02:00:42 PM	26 Nov, 2025 12:23:36 PM	0:02:32		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		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
686620451991	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_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 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
686620451991			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 03:34:47 PM	15 Dec, 2025 03:50:58 PM	03 Dec, 2025 03:07:25 PM	0:03:47		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_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 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869335492			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 04:06:26 PM	15 Dec, 2025 04:40:45 PM	10 Dec, 2025 07:17:21 PM	0:04:59		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		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
687869717475	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			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 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869717475			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	15 Dec, 2025 08:01:20 AM	15 Dec, 2025 04:54:48 PM	15 Dec, 2025 06:40:28 AM	0:02:02		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 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
687869632480	[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]	15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_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 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869632480			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 04:59:10 PM	15 Dec, 2025 05:29:45 PM	12 Dec, 2025 08:45:02 PM	0:05:04		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_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 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
687869731516			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 06:19:43 PM	15 Dec, 2025 06:29:50 PM	15 Dec, 2025 02:18:31 PM	0:05:50		Internal
686620427421			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 07:46:44 PM	15 Dec, 2025 07:51:54 PM	03 Dec, 2025 01:45:05 PM	0:04:19		Internal
686620427421			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 07:46:44 PM	15 Dec, 2025 07:51:54 PM	03 Dec, 2025 01:45:05 PM	0:04:19		Internal
686620427421			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 07:46:44 PM	15 Dec, 2025 07:51:54 PM	03 Dec, 2025 01:45:05 PM	0:04:19		Internal
686620427421			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 07:46:44 PM	15 Dec, 2025 07:51:54 PM	03 Dec, 2025 01:45:05 PM	0:04:19		Internal
686620427421			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 07:46:44 PM	15 Dec, 2025 07:51:54 PM	03 Dec, 2025 01:45:05 PM	0:04:19		Internal
686620427421			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 07:46:44 PM	15 Dec, 2025 07:51:54 PM	03 Dec, 2025 01:45:05 PM	0:04:19		Internal
686620427421			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 07:46:44 PM	15 Dec, 2025 07:51:54 PM	03 Dec, 2025 01:45:05 PM	0:04:19		Internal
686620427421			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 07:46:44 PM	15 Dec, 2025 07:51:54 PM	03 Dec, 2025 01:45:05 PM	0:04:19		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869785801		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 07:55:10 PM	15 Dec, 2025 08:00:32 PM	15 Dec, 2025 05:37:24 PM	0:04:22		Internal
687869804242		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869804242	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
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687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
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687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869804242			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 08:01:36 PM	15 Dec, 2025 08:07:48 PM	15 Dec, 2025 07:52:03 PM	0:05:26		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
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687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
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687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
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687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 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
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869793348	CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 07:35:40 PM	15 Dec, 2025 08:19:52 PM	15 Dec, 2025 06:17:44 PM	0:03:59		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
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687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
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687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
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687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
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687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
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687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869795878	CTE_Bus_Solar		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 08:24:00 PM	15 Dec, 2025 08:29:49 PM	15 Dec, 2025 06:33:26 PM	0:05:22		Internal
687869753718	CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		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
687869753718	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_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 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
687869753718			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 08:36:27 PM	15 Dec, 2025 08:42:27 PM	15 Dec, 2025 03:18:20 PM	0:03:07		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620217203	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
686620217203			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 08:45:30 PM	15 Dec, 2025 09:07:53 PM	01 Dec, 2025 09:57:33 PM	0:04:09		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869300435			CTE_Bus_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 09:01:39 PM	15 Dec, 2025 09:10:55 PM	10 Dec, 2025 04:42:13 PM	0:04:14		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 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
687869829931	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			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 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869829931			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 09:25:18 PM	15 Dec, 2025 09:31:44 PM	15 Dec, 2025 08:47:20 PM	0:03:50		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
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687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
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687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
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687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
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687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_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 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869832803			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 09:33:11 PM	15 Dec, 2025 09:38:11 PM	15 Dec, 2025 08:57:51 PM	0:04:28		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
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687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
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687869843242	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
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687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
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687869843242			CTE_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 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869843242			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 09:39:03 PM	15 Dec, 2025 09:45:18 PM	15 Dec, 2025 09:00:56 PM	0:02:50		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
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687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
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687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
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687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
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687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_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 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
687869705818			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Dec, 2025 10:00:55 PM	15 Dec, 2025 11:04:20 PM	14 Dec, 2025 05:21:45 PM	0:05:19		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
686620059111			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68662005911	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_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 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
68662005911			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 12:34:08 PM	16 Dec, 2025 01:10:46 PM	01 Dec, 2025 01:55:41 PM	0:05:53		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 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
687869849999	[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]	6 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		6 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		6 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869849999			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		6 Dec, 2025 01:16:50 PM	16 Dec, 2025 01:20:15 PM	15 Dec, 2025 09:21:54 PM	0:03:36		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_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 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869649183			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		6 Dec, 2025 02:08:04 PM	16 Dec, 2025 02:45:33 PM	12 Dec, 2025 09:57:52 PM	0:04:16		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		6 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_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 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869824021		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 03:32:15 PM	16 Dec, 2025 03:44:52 PM	15 Dec, 2025 08:26:32 PM	0:06:39		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
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687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 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
687869844583	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583			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 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869844583			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 03:36:33 PM	16 Dec, 2025 03:49:45 PM	15 Dec, 2025 09:40:12 PM	0:04:55		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
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687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
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687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
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687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_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 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869793075			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 01:01:12 PM	16 Dec, 2025 04:07:31 PM	15 Dec, 2025 06:16:13 PM	0:03:54		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
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687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
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687869788164	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
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687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_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 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869788164			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 04:00:42 PM	16 Dec, 2025 04:17:28 PM	15 Dec, 2025 05:49:14 PM	0:04:51		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869872142	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_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 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869872142			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	16 Dec, 2025 04:22:45 PM	16 Dec, 2025 04:27:34 PM	16 Dec, 2025 12:46:25 AM	0:04:48		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_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 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869859951			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	16 Dec, 2025 04:59:43 PM	16 Dec, 2025 06:06:02 PM	15 Dec, 2025 10:51:10 PM	0:03:46		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		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
687869800000	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_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 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869800000			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 06:21:54 PM	16 Dec, 2025 06:28:33 PM	15 Dec, 2025 06:47:25 PM	0:04:09		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_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 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
687869696400			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Dec, 2025 06:00:57 AM	16 Dec, 2025 06:30:20 PM	14 Dec, 2025 05:09:36 AM	0:02:24		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 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
686620508169	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_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 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
686620508169			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Dec, 2025 10:01:38 AM	16 Dec, 2025 06:42:23 PM	03 Dec, 2025 06:32:26 PM	0:04:15		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_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 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	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
687869871226	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869871226			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 06:48:53 PM	16 Dec, 2025 06:55:15 PM	16 Dec, 2025 12:16:25 AM	0:02:50		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_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 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869483021			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 07:24:59 PM	16 Dec, 2025 07:39:23 PM	11 Dec, 2025 08:26:43 PM	0:04:00		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		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
687869927190	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_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 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869927190			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 07:55:19 PM	16 Dec, 2025 08:14:26 PM	16 Dec, 2025 04:57:45 PM	0:03:44		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687869446874			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 04:01:42 PM	17 Dec, 2025 04:05:29 PM	11 Dec, 2025 04:58:42 PM	0:02:55		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 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
687870028083	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870028083			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 04:09:07 PM	17 Dec, 2025 04:15:00 PM	17 Dec, 2025 02:18:20 PM	0:04:49		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_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 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 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
687870043252	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870043252			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 04:35:04 PM	17 Dec, 2025 04:39:04 PM	17 Dec, 2025 03:24:56 PM	0:03:06		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
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687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
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687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
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687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_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 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870025450			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 04:23:50 PM	17 Dec, 2025 04:55:32 PM	17 Dec, 2025 01:58:01 PM	0:06:53		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
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687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
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687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 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
687870071215	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
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687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687870071215			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 05:28:20 PM	17 Dec, 2025 05:34:02 PM	17 Dec, 2025 05:16:42 PM	0:05:07		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
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687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
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687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
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687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_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 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869987359			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		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
687869987359		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 05:10:01 PM	17 Dec, 2025 05:35:40 PM	16 Dec, 2025 09:25:21 PM	0:05:02		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		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 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869893034		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 05:36:11 PM	17 Dec, 2025 05:39:10 PM	16 Dec, 2025 02:33:46 PM	0:02:44		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 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
687869994140	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_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 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869994140			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 05:49:12 PM	17 Dec, 2025 05:55:24 PM	16 Dec, 2025 09:55:13 PM	0:03:43		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_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 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869816308			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 06:18:11 PM	17 Dec, 2025 06:37:26 PM	15 Dec, 2025 07:54:06 PM	0:06:58		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 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
687869759252	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			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 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869759252			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 06:45:50 PM	17 Dec, 2025 06:49:53 PM	15 Dec, 2025 03:59:56 PM	0:04:37		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869816265	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_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 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869816265			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 02:00:57 AM	17 Dec, 2025 07:12:32 PM	15 Dec, 2025 07:06:19 PM	0:02:04		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687869973004			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 02:00:56 PM	17 Dec, 2025 07:31:32 PM	16 Dec, 2025 07:52:59 PM	0:05:29		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
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687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
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687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		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
687870024250	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_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 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870024250			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 07:13:00 PM	17 Dec, 2025 07:33:15 PM	17 Dec, 2025 01:46:38 PM	0:03:48		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_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 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870090238			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 08:10:51 PM	17 Dec, 2025 08:15:36 PM	17 Dec, 2025 07:22:18 PM	0:05:35		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870019015	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_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 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870019015			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 06:01:12 PM	17 Dec, 2025 08:19:15 PM	17 Dec, 2025 12:31:22 PM	0:03:27		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 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
687870009164	[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]	17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_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 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 08:17:34 PM	17 Dec, 2025 08:22:31 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_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 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687869900268			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 05:01:28 PM	17 Dec, 2025 08:36:20 PM	16 Dec, 2025 02:48:37 PM	0:07:58		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		[redacted] - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		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
687868626030	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_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 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687868626030			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 08:17:32 PM	17 Dec, 2025 08:36:23 PM	04 Dec, 2025 03:20:03 PM	0:05:11		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			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		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 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
687870061668	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870061668			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 08:54:26 PM	17 Dec, 2025 08:57:29 PM	17 Dec, 2025 04:45:08 PM	0:03:18		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_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 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687870093637			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 08:41:21 PM	17 Dec, 2025 09:02:45 PM	17 Dec, 2025 07:34:04 PM	0:03:31		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		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
687869376220	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
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687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_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 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687869376220			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 09:10:38 PM	17 Dec, 2025 09:19:50 PM	10 Dec, 2025 10:31:56 PM	0:03:46		Internal
687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
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687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
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687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
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687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
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687870001384			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 06:00:54 AM	17 Dec, 2025 10:41:52 PM	16 Dec, 2025 10:33:54 PM	0:02:20		Internal
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687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
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687870020184	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
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687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
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687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
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687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
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687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_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 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687870020184			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		8 Dec, 2025 01:06:07 PM	18 Dec, 2025 02:01:36 PM	17 Dec, 2025 01:01:50 PM	0:03:37		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		9 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 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
687869147856	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			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 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
687869147856			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 10:30:55 PM	18 Dec, 2025 03:11:23 PM	09 Dec, 2025 03:56:07 PM	0:04:33		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
686620117051			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Dec, 2025 03:18:23 PM	18 Dec, 2025 03:24:09 PM	01 Dec, 2025 04:22:21 PM	0:04:38		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		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
687869914387	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_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 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687869914387			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Dec, 2025 03:45:09 PM	18 Dec, 2025 03:53:50 PM	16 Dec, 2025 03:42:36 PM	0:04:14		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
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687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
687870009164			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	18 Dec, 2025 03:32:07 AM	18 Dec, 2025 04:04:53 PM	16 Dec, 2025 10:58:40 PM	0:02:42		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	18 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
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686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_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 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
686620200340		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		8 Dec, 2025 04:05:59 PM	18 Dec, 2025 04:24:44 PM	01 Dec, 2025 09:11:40 PM	0:05:28		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
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687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
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687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
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687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
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687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		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		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687870007365		CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		7 Dec, 2025 10:01:03 PM	18 Dec, 2025 04:46:48 PM	16 Dec, 2025 10:51:38 PM	0:07:56		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		8 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 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
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_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 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869018890			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Dec, 2025 04:50:28 PM	18 Dec, 2025 05:08:58 PM	08 Dec, 2025 07:03:49 PM	0:04:14		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_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 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687869646253			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Dec, 2025 04:57:43 PM	18 Dec, 2025 05:17:32 PM	12 Dec, 2025 09:17:48 PM	0:05:20		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 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
687870152486	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_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 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687870152486			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Dec, 2025 06:00:34 PM	18 Dec, 2025 06:04:41 PM	18 Dec, 2025 12:28:32 PM	0:03:26		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
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687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		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
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_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 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687868661977		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Dec, 2025 06:13:38 PM	18 Dec, 2025 06:36:07 PM	04 Dec, 2025 06:21:19 PM	0:02:36		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_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 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687870220364		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Dec, 2025 07:54:35 PM	18 Dec, 2025 08:07:00 PM	18 Dec, 2025 06:50:27 PM	0:04:12		Internal
687869887817		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869887817	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_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 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
687869887817			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 12:16:17 PM	19 Dec, 2025 12:22:24 PM	16 Dec, 2025 02:01:36 PM	0:03:17		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
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686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
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686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 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
686620438345	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
686620438345			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 12:28:45 PM	19 Dec, 2025 12:51:38 PM	03 Dec, 2025 02:14:36 PM	0:03:18		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
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687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
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687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
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687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_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 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		Internal
687870229069			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 01:00:25 PM	19 Dec, 2025 01:12:57 PM	18 Dec, 2025 07:15:52 PM	0:05:48		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
687870224316	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			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 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687870224316			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 01:22:16 PM	19 Dec, 2025 01:37:50 PM	18 Dec, 2025 07:11:24 PM	0:05:20		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 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
687869984749	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_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 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687869984749			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Dec, 2025 03:32:09 PM	19 Dec, 2025 03:18:30 PM	16 Dec, 2025 08:44:48 PM	0:02:16		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
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687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870295807			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 03:22:46 PM	19 Dec, 2025 03:31:45 PM	19 Dec, 2025 02:04:28 PM	0:02:49		Internal
687870216181			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal

Master Contact	Agent Name	Team	Skill	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870216181	[redacted]	[redacted]	CTE_Res_Moving	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_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 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870216181			CTE_Res_Moving	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 03:50:25 PM	19 Dec, 2025 04:29:53 PM	18 Dec, 2025 06:28:13 PM	0:05:57		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870339804	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687870339804			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 04:40:11 PM	19 Dec, 2025 05:12:13 PM	19 Dec, 2025 04:23:21 PM	0:02:39		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687869823048			CTE_Bus_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 09:01:09 AM	19 Dec, 2025 05:58:17 PM	15 Dec, 2025 08:22:02 PM	0:03:05		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
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687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
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687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal

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687870361913	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687870361913			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 07:54:36 PM	19 Dec, 2025 08:05:25 PM	19 Dec, 2025 05:11:45 PM	0:02:53		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_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 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 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
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687869493302			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Dec, 2025 10:30:44 AM	19 Dec, 2025 08:19:48 PM	11 Dec, 2025 09:06:17 PM	0:04:39		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870178258			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Dec, 2025 03:32:10 PM	19 Dec, 2025 10:41:55 PM	18 Dec, 2025 03:25:31 PM	0:03:44		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 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
687870317528	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_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 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870317528			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Dec, 2025 10:30:16 PM	20 Dec, 2025 10:40:20 PM	19 Dec, 2025 03:36:28 PM	0:04:32		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687870481699			CTE_Res_Outage		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Dec, 2025 12:33:02 PM	21 Dec, 2025 12:39:59 PM	20 Dec, 2025 12:33:59 AM	0:03:23		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 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
687869848636	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
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687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_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 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687869848636			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 01:51:09 PM	22 Dec, 2025 02:01:43 PM	15 Dec, 2025 09:59:05 PM	0:03:58		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
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687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		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
687870407984	[redacted]		CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687870407984			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 02:38:34 PM	22 Dec, 2025 02:42:23 PM	19 Dec, 2025 07:37:08 PM	0:02:43		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869977396	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_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 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
687869977396			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 03:10:33 PM	22 Dec, 2025 03:17:01 PM	16 Dec, 2025 08:13:01 PM	0:02:11		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399576087			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 03:25:49 PM	22 Dec, 2025 03:27:55 PM	21 Dec, 2025 07:38:58 PM	0:02:12		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 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
689399564057	[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]	21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_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 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399564057			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Dec, 2025 04:01:35 PM	22 Dec, 2025 04:32:35 PM	21 Dec, 2025 01:26:11 PM	0:05:36		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_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 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399614985			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 04:50:11 PM	22 Dec, 2025 04:52:38 PM	22 Dec, 2025 03:24:34 PM	0:02:43		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	o	22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399566663	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	s	22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_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 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
689399566663			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 01:31:04 AM	22 Dec, 2025 04:55:35 PM	21 Dec, 2025 02:57:12 PM	0:04:35		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_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 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
687870533978			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 04:58:09 PM	22 Dec, 2025 05:02:09 PM	20 Dec, 2025 05:52:47 PM	0:02:28		Internal
689399565095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
689399565095		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		1 Dec, 2025 08:01:34 PM	22 Dec, 2025 05:08:20 PM	21 Dec, 2025 02:01:38 PM	0:02:10		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
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687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		2 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
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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
687870403898	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898			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 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687870403898			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 04:54:06 PM	22 Dec, 2025 05:19:20 PM	19 Dec, 2025 06:57:32 PM	0:02:48		Internal
687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
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687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
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687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
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687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
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687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
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687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
687869243580			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 05:18:07 PM	22 Dec, 2025 05:39:21 PM	09 Dec, 2025 10:55:25 PM	0:03:27		Internal
687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
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687870356753	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	2 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		2 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
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687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		2 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
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687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		2 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
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687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		2 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
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687870356753			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		2 Dec, 2025 04:40:33 PM	22 Dec, 2025 05:52:31 PM	19 Dec, 2025 04:56:21 PM	0:04:15		Internal
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687870154671			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		2 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
687870154671			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		2 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
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687870154671			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		2 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
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68787015467			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
68787015467			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
68787015467			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
68787015467			CTE_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 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
68787015467			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
68787015467			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
68787015467			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 05:31:50 PM	22 Dec, 2025 05:57:56 PM	18 Dec, 2025 01:10:51 PM	0:02:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_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 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939963068			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 06:16:00 PM	22 Dec, 2025 06:24:21 PM	22 Dec, 2025 04:28:29 PM	0:03:21		Internal
68939965636			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
68939965636			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
68939965636			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
68939965636			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
68939965636			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
68939965636			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 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
689399656368	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_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 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
689399656368			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 06:23:00 PM	22 Dec, 2025 06:26:41 PM	22 Dec, 2025 05:26:25 PM	0:02:57		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		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
687870410690	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
687870410690			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Dec, 2025 07:32:50 PM	22 Dec, 2025 06:41:23 PM	19 Dec, 2025 07:18:31 PM	0:04:06		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
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689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			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 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			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 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
689399649382			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 07:01:39 PM	22 Dec, 2025 07:05:06 PM	22 Dec, 2025 06:37:00 PM	0:04:44		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
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687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870487670	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_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 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
687870487670			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 06:44:23 PM	22 Dec, 2025 07:06:41 PM	20 Dec, 2025 01:56:42 AM	0:04:06		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
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689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 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
689399625776	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			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 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399625776			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 06:30:11 PM	22 Dec, 2025 07:12:14 PM	22 Dec, 2025 04:11:15 PM	0:06:04		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
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689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
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689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
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689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_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 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399570766			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 07:25:52 PM	22 Dec, 2025 07:34:44 PM	21 Dec, 2025 04:57:03 PM	0:03:45		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 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
689399653108	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			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 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399653108			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 07:32:13 PM	22 Dec, 2025 07:53:19 PM	22 Dec, 2025 06:08:41 PM	0:05:37		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 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
689399618134	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_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 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
689399618134			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 08:01:07 PM	22 Dec, 2025 08:13:30 PM	22 Dec, 2025 03:10:01 PM	0:02:40		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_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 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
687870125559			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 08:24:49 PM	22 Dec, 2025 08:34:07 PM	17 Dec, 2025 09:52:26 PM	0:05:05		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 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
686620227888	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
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686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
686620227888			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Dec, 2025 02:24:15 PM	22 Dec, 2025 09:25:21 PM	01 Dec, 2025 10:38:03 PM	0:05:38		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
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687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
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687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
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687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal

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687870014107	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687870014107			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Dec, 2025 07:31:58 AM	22 Dec, 2025 09:41:38 PM	17 Dec, 2025 02:11:06 AM	0:08:27		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
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687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
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687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
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687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
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687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
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687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
687869924172			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Dec, 2025 05:01:28 PM	22 Dec, 2025 09:49:25 PM	16 Dec, 2025 04:24:05 PM	0:08:40		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
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689399594443	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
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689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_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 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
689399594443			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 09:47:53 PM	22 Dec, 2025 10:31:22 PM	22 Dec, 2025 01:32:26 PM	0:04:26		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
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687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
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687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869069517	[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]	23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_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 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
687869069517			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 11:06:59 AM	23 Dec, 2025 11:26:00 AM	08 Dec, 2025 10:07:31 PM	0:05:03		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
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689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
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689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
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689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_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 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399668268			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 11:55:54 AM	23 Dec, 2025 12:28:18 PM	22 Dec, 2025 06:58:54 PM	0:02:57		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
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689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		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
689399723881	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
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689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_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 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
689399723881			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 01:22:58 PM	23 Dec, 2025 01:25:49 PM	22 Dec, 2025 10:44:59 PM	0:02:59		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
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687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
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687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870187687	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_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 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870187687			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 02:15:04 PM	23 Dec, 2025 02:20:38 PM	18 Dec, 2025 04:01:26 PM	0:03:19		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
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687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
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687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
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687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
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687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
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687870558337			CTE_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 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
687870558337			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 01:31:02 PM	23 Dec, 2025 02:36:25 PM	21 Dec, 2025 11:22:59 AM	0:02:55		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
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689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal

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689399698006	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
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689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
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689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
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689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
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689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
689399698006			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 02:39:47 PM	23 Dec, 2025 02:53:36 PM	22 Dec, 2025 08:49:10 PM	0:03:13		Internal
687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
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687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
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687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
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687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687870558554			CTE_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 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687870558554			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870558554	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	21 Dec, 2025 12:01:38 PM	23 Dec, 2025 03:07:47 PM	21 Dec, 2025 11:49:15 AM	0:06:53		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
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687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_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 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
687869714402			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 12:01:26 PM	23 Dec, 2025 03:30:42 PM	15 Dec, 2025 12:54:44 AM	0:03:05		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399716459	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_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 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399716459			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	23 Dec, 2025 03:28:51 PM	23 Dec, 2025 03:31:18 PM	22 Dec, 2025 10:10:35 PM	0:02:20		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
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689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
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689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
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689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	ols, 21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
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689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_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 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
689399573813			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Dec, 2025 08:01:33 PM	23 Dec, 2025 03:43:41 PM	21 Dec, 2025 06:19:15 PM	0:04:00		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	23 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal

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686620070651	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
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686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
686620070651			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		3 Dec, 2025 03:56:57 PM	23 Dec, 2025 04:15:30 PM	01 Dec, 2025 02:48:09 PM	0:05:04		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
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687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
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687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		3 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal

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687870434029	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			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 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687870434029			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 04:28:57 PM	23 Dec, 2025 04:39:36 PM	19 Dec, 2025 08:57:20 PM	0:02:45		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
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687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
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687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869281145			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Dec, 2025 06:30:57 PM	23 Dec, 2025 04:44:55 PM	10 Dec, 2025 03:13:00 PM	0:05:08		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal

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687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_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 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869060617			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 04:28:52 PM	23 Dec, 2025 04:48:08 PM	08 Dec, 2025 09:41:45 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 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
687869410326	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_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 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687869410326			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 05:26:42 PM	23 Dec, 2025 05:33:10 PM	11 Dec, 2025 02:50:18 PM	0:03:32		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687868979034			CTE_Bus_Default		Westwood - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 05:37:35 PM	23 Dec, 2025 05:59:20 PM	08 Dec, 2025 04:28:11 PM	0:04:52		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 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
687869475939	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_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 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687869475939			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 05:50:33 PM	23 Dec, 2025 06:03:17 PM	11 Dec, 2025 07:53:14 PM	0:04:45		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870379703			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687870379703	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	23 Dec, 2025 06:17:58 PM	23 Dec, 2025 06:25:57 PM	19 Dec, 2025 05:49:12 PM	0:02:49		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
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687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
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687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_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 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687870290796			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 06:52:16 PM	23 Dec, 2025 07:09:38 PM	19 Dec, 2025 01:51:27 PM	0:04:15		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 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
687869777986	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
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687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_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 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687869777986			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 07:26:44 PM	23 Dec, 2025 07:46:41 PM	15 Dec, 2025 05:10:58 PM	0:03:53		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
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687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
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687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_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 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
687870247933			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 08:02:10 PM	23 Dec, 2025 08:09:52 PM	18 Dec, 2025 08:41:40 PM	0:05:54		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 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
689399724793	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
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689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
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689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
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689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_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 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
689399724793			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 08:14:36 PM	23 Dec, 2025 08:17:17 PM	22 Dec, 2025 10:26:46 PM	0:03:47		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
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686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
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686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal

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686620428936	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
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686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_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 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
686620428936			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 08:16:40 PM	23 Dec, 2025 08:22:22 PM	03 Dec, 2025 01:33:34 PM	0:05:05		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
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689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
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689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	ools	24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			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		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399839026			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Dec, 2025 12:03:22 PM	24 Dec, 2025 12:08:15 PM	23 Dec, 2025 09:36:48 PM	0:02:26		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 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
689399719326	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_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 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
689399719326			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Dec, 2025 12:25:07 PM	24 Dec, 2025 12:53:49 PM	22 Dec, 2025 10:23:47 PM	0:05:05		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		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
687870465761	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
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687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			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 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687870465761			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Dec, 2025 01:44:54 PM	24 Dec, 2025 01:58:56 PM	19 Dec, 2025 10:29:19 PM	0:02:25		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
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687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
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687869444501	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_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 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687869444501			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Dec, 2025 02:31:18 PM	24 Dec, 2025 02:41:25 PM	11 Dec, 2025 05:52:02 PM	0:04:45		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_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 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
687870516977			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Dec, 2025 03:11:47 PM	24 Dec, 2025 03:29:53 PM	20 Dec, 2025 02:34:39 PM	0:04:25		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 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
689399623912	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_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 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399623912			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Dec, 2025 03:38:49 PM	24 Dec, 2025 03:45:17 PM	22 Dec, 2025 04:02:13 PM	0:05:40		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		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
689399840841	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_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 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399840841			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Dec, 2025 03:50:03 PM	24 Dec, 2025 04:16:25 PM	23 Dec, 2025 09:41:33 PM	0:05:42		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_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 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399882838			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Dec, 2025 01:24:14 PM	26 Dec, 2025 01:26:41 PM	24 Dec, 2025 04:09:37 PM	0:01:50		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_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 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399865709		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Dec, 2025 07:46:12 PM	26 Dec, 2025 08:01:29 PM	24 Dec, 2025 02:10:58 PM	0:03:10		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_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 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399624562		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Dec, 2025 01:08:00 PM	26 Dec, 2025 01:11:27 PM	22 Dec, 2025 04:10:09 PM	0:03:44		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 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
689399884398	[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]	26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399884398			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Dec, 2025 01:41:54 PM	26 Dec, 2025 01:57:59 PM	24 Dec, 2025 04:19:23 PM	0:04:18		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_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 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399881516			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Dec, 2025 08:15:12 PM	26 Dec, 2025 08:23:26 PM	24 Dec, 2025 04:01:06 PM	0:05:29		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		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
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_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 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
689399937784		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Dec, 2025 02:30:03 PM	26 Dec, 2025 02:33:44 PM	26 Dec, 2025 02:24:48 PM	0:03:35		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_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 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
686620175711		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Dec, 2025 04:49:41 PM	26 Dec, 2025 04:53:41 PM	01 Dec, 2025 08:06:10 PM	0:04:27		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_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 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		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
689399586658	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
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689399586658			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
689399586658			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Dec, 2025 05:01:26 AM	29 Dec, 2025 05:07:42 PM	22 Dec, 2025 10:58:07 AM	0:02:48		Internal
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687869975159			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 09:01:34 PM	29 Dec, 2025 11:08:52 PM	16 Dec, 2025 08:05:00 PM	0:06:25		Internal
687869975159			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 09:01:34 PM	29 Dec, 2025 11:08:52 PM	16 Dec, 2025 08:05:00 PM	0:06:25		Internal
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687869975159			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 09:01:34 PM	29 Dec, 2025 11:08:52 PM	16 Dec, 2025 08:05:00 PM	0:06:25		Internal
687869975159			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		16 Dec, 2025 09:01:34 PM	29 Dec, 2025 11:08:52 PM	16 Dec, 2025 08:05:00 PM	0:06:25		Internal
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687869975159			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 09:01:34 PM	29 Dec, 2025 11:08:52 PM	16 Dec, 2025 08:05:00 PM	0:06:25		Internal
687869975159			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 09:01:34 PM	29 Dec, 2025 11:08:52 PM	16 Dec, 2025 08:05:00 PM	0:06:25		Internal
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687869975159			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 09:01:34 PM	29 Dec, 2025 11:08:52 PM	16 Dec, 2025 08:05:00 PM	0:06:25		Internal
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689399564978			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Dec, 2025 04:01:34 PM	29 Dec, 2025 09:52:49 PM	21 Dec, 2025 01:58:03 PM	0:04:13		Internal
689399564978			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Dec, 2025 04:01:34 PM	29 Dec, 2025 09:52:49 PM	21 Dec, 2025 01:58:03 PM	0:04:13		Internal
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689399564978			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Dec, 2025 04:01:34 PM	29 Dec, 2025 09:52:49 PM	21 Dec, 2025 01:58:03 PM	0:04:13		Internal
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689399564978			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Dec, 2025 04:01:34 PM	29 Dec, 2025 09:52:49 PM	21 Dec, 2025 01:58:03 PM	0:04:13		Internal
689399564978			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Dec, 2025 04:01:34 PM	29 Dec, 2025 09:52:49 PM	21 Dec, 2025 01:58:03 PM	0:04:13		Internal
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689399564978	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	21 Dec, 2025 04:01:34 PM	29 Dec, 2025 09:52:49 PM	21 Dec, 2025 01:58:03 PM	0:04:13		Internal
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689399564978			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Dec, 2025 04:01:34 PM	29 Dec, 2025 09:52:49 PM	21 Dec, 2025 01:58:03 PM	0:04:13		Internal
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689399832324			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Dec, 2025 09:01:35 PM	29 Dec, 2025 05:02:50 PM	23 Dec, 2025 08:49:24 PM	0:04:06		Internal
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689399832324			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Dec, 2025 09:01:35 PM	29 Dec, 2025 05:02:50 PM	23 Dec, 2025 08:49:24 PM	0:04:06		Internal
689399832324			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Dec, 2025 09:01:35 PM	29 Dec, 2025 05:02:50 PM	23 Dec, 2025 08:49:24 PM	0:04:06		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 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
687869542223	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
687869542223			CTE_Res_Outage		Springfield - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2025 05:31:10 PM	29 Dec, 2025 06:11:07 PM	12 Dec, 2025 01:49:52 PM	0:04:11		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			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 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
689399993759			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Dec, 2025 05:49:53 PM	29 Dec, 2025 05:52:07 PM	26 Dec, 2025 07:12:32 PM	0:03:58		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Dec, 2025 04:35:57 PM	29 Dec, 2025 04:49:51 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 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
686620472557	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Dec, 2025 02:37:27 PM	29 Dec, 2025 02:56:58 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		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
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
687869383754	CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Dec, 2025 01:50:02 PM	29 Dec, 2025 02:12:34 PM	10 Dec, 2025 11:05:45 PM	0:14:12		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	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 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
689399842361	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Dec, 2025 05:01:10 AM	29 Dec, 2025 10:38:42 PM	23 Dec, 2025 09:50:10 PM	0:05:39		Internal
687869799137	CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137	CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137	CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		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 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
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687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
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687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869799137		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 08:40:20 PM	29 Dec, 2025 10:13:26 PM	15 Dec, 2025 06:43:35 PM	0:04:40		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_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 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 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
687869901142	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
687869901142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 10:01:03 PM	30 Dec, 2025 02:38:12 PM	16 Dec, 2025 02:52:24 PM	0:07:16		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
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689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
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689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
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689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			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 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
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689399865375			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 08:56:37 PM	30 Dec, 2025 09:01:21 PM	24 Dec, 2025 02:08:10 PM	0:04:40		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_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 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal

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689399578179	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
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689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
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689399578179			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 01:31:04 AM	30 Dec, 2025 03:59:28 PM	21 Dec, 2025 09:03:04 PM	0:04:59		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_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 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
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689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
689400089476			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2025 08:31:04 AM	30 Dec, 2025 02:57:26 PM	29 Dec, 2025 06:07:02 AM	0:03:03		Internal
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687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 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
687869826482	[redacted]	[redacted]	CTE_Bus_Payment	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
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687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
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687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
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687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
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687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
687869826482			CTE_Bus_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 06:41:49 PM	30 Dec, 2025 06:46:36 PM	15 Dec, 2025 08:39:08 PM	0:03:41		Internal
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689399697515			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 06:22:42 PM	30 Dec, 2025 06:41:22 PM	22 Dec, 2025 08:52:14 PM	0:04:23		Internal
689399697515			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 06:22:42 PM	30 Dec, 2025 06:41:22 PM	22 Dec, 2025 08:52:14 PM	0:04:23		Internal
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689399697515			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 06:22:42 PM	30 Dec, 2025 06:41:22 PM	22 Dec, 2025 08:52:14 PM	0:04:23		Internal
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689399697515			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 06:22:42 PM	30 Dec, 2025 06:41:22 PM	22 Dec, 2025 08:52:14 PM	0:04:23		Internal
689399697515			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 06:22:42 PM	30 Dec, 2025 06:41:22 PM	22 Dec, 2025 08:52:14 PM	0:04:23		Internal
689399697515			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 06:22:42 PM	30 Dec, 2025 06:41:22 PM	22 Dec, 2025 08:52:14 PM	0:04:23		Internal
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689399697515			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 06:22:42 PM	30 Dec, 2025 06:41:22 PM	22 Dec, 2025 08:52:14 PM	0:04:23		Internal
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687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
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687869058524			CTE_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 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 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
687869058524	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
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687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
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687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
687869058524			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 07:12:48 PM	30 Dec, 2025 07:18:35 PM	08 Dec, 2025 08:27:07 PM	0:03:44		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_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 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399781498			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 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
689399781498	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Dec, 2025 05:01:16 PM	30 Dec, 2025 03:51:11 PM	23 Dec, 2025 04:40:06 PM	0:05:09		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_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 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689399729493			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 08:17:20 PM	30 Dec, 2025 08:27:02 PM	22 Dec, 2025 11:09:45 PM	0:04:17		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400323325	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_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 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400323325			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 08:13:27 PM	30 Dec, 2025 08:19:41 PM	30 Dec, 2025 04:09:56 PM	0:04:19		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			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		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
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689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
689400068609			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Dec, 2025 10:31:32 AM	30 Dec, 2025 02:55:10 PM	28 Dec, 2025 05:00:06 AM	0:02:59		Internal
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689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
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689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399876499	[redacted]		CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
689399876499			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 07:20:02 PM	30 Dec, 2025 07:26:11 PM	24 Dec, 2025 03:34:23 PM	0:04:28		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
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687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
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687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
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687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
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687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
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687870097633			CTE_Bus_Solar		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 09:25:19 PM	30 Dec, 2025 09:48:56 PM	17 Dec, 2025 07:35:20 PM	0:05:11		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
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689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
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689399876056	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_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 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
689399876056			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 02:36:23 PM	30 Dec, 2025 02:48:45 PM	24 Dec, 2025 03:25:27 PM	0:05:16		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_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 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869760012			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 05:45:58 PM	30 Dec, 2025 05:58:42 PM	15 Dec, 2025 04:01:31 PM	0:05:10		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 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
687869822377	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869822377			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 05:37:27 PM	30 Dec, 2025 05:42:34 PM	15 Dec, 2025 08:22:37 PM	0:04:09		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_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 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
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687869088485			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 01:47:18 PM	30 Dec, 2025 02:30:56 PM	08 Dec, 2025 10:33:59 PM	0:04:31		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 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
687869023269	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869023269			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 07:32:22 PM	30 Dec, 2025 07:37:01 PM	08 Dec, 2025 07:16:06 PM	0:02:16		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869059575			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 07:26:42 PM	30 Dec, 2025 07:31:53 PM	08 Dec, 2025 09:34:39 PM	0:05:05		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 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
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
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687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
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687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
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687869063249			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 07:37:39 PM	30 Dec, 2025 07:46:21 PM	08 Dec, 2025 09:46:59 PM	0:03:06		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_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 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
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689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689399655945			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 09:31:14 PM	30 Dec, 2025 11:23:04 PM	22 Dec, 2025 05:24:28 PM	0:05:33		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 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
689400318864	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
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689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_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 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
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689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
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689400318864			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 04:33:22 PM	30 Dec, 2025 04:38:19 PM	30 Dec, 2025 03:55:28 PM	0:03:05		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
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689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
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689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
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689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_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 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
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689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
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689399928956			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 06:57:54 PM	30 Dec, 2025 07:07:40 PM	26 Dec, 2025 01:18:07 PM	0:04:45		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 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
689399687951	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
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689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
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689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
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689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
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689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
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689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399687951			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 06:17:21 PM	30 Dec, 2025 06:22:17 PM	22 Dec, 2025 08:13:52 PM	0:04:27		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 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
689399891253	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_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 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689399891253			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Dec, 2025 06:01:14 AM	30 Dec, 2025 09:18:22 PM	24 Dec, 2025 05:11:38 PM	0:02:53		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			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 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 PM	0:02:01		Internal
689400018468			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Dec, 2025 07:07:43 PM	30 Dec, 2025 07:12:51 PM	26 Dec, 2025 08:52:02 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
689400076083	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_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 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
689400076083			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Dec, 2025 04:31:10 AM	30 Dec, 2025 03:04:56 PM	28 Dec, 2025 04:37:05 PM	0:02:33		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 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
687870289603	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
687870289603			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		1 Dec, 2025 05:02:10 PM	31 Dec, 2025 05:23:25 PM	19 Dec, 2025 01:41:14 PM	0:05:24		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
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689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
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689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
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689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
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689399656375			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		4 Dec, 2025 01:01:33 PM	31 Dec, 2025 11:11:57 PM	22 Dec, 2025 05:27:45 PM	0:02:03		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		3 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		3 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		3 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		3 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		3 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		3 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		3 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399730368	[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]	23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
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689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
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689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
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689399730368			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 01:01:08 PM	31 Dec, 2025 07:02:56 PM	22 Dec, 2025 11:26:46 PM	0:05:08		Internal
687869907237			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 06:00:54 AM	31 Dec, 2025 11:52:51 PM	16 Dec, 2025 03:31:24 PM	0:03:50		Internal
687869907237			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 06:00:54 AM	31 Dec, 2025 11:52:51 PM	16 Dec, 2025 03:31:24 PM	0:03:50		Internal
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687869907237			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 06:00:54 AM	31 Dec, 2025 11:52:51 PM	16 Dec, 2025 03:31:24 PM	0:03:50		Internal
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687869907237			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 06:00:54 AM	31 Dec, 2025 11:52:51 PM	16 Dec, 2025 03:31:24 PM	0:03:50		Internal
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687869907237			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 06:00:54 AM	31 Dec, 2025 11:52:51 PM	16 Dec, 2025 03:31:24 PM	0:03:50		Internal
687869907237			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 06:00:54 AM	31 Dec, 2025 11:52:51 PM	16 Dec, 2025 03:31:24 PM	0:03:50		Internal
687869907237			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 06:00:54 AM	31 Dec, 2025 11:52:51 PM	16 Dec, 2025 03:31:24 PM	0:03:50		Internal
687869907237			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 06:00:54 AM	31 Dec, 2025 11:52:51 PM	16 Dec, 2025 03:31:24 PM	0:03:50		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_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 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399569415	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689399569415			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Dec, 2025 09:30:58 AM	31 Dec, 2025 06:54:34 PM	21 Dec, 2025 04:18:38 PM	0:07:31		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			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		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
689400192776			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Dec, 2025 04:01:37 AM	31 Dec, 2025 04:21:29 PM	29 Dec, 2025 07:20:37 PM	0:04:24		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_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 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		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
687869854619	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
687869854619			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	16 Dec, 2025 01:01:15 AM	31 Dec, 2025 02:27:06 PM	15 Dec, 2025 09:41:29 PM	0:02:26		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			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	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
686620472557			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	31 Dec, 2025 12:47:28 PM	31 Dec, 2025 01:09:00 PM	03 Dec, 2025 04:24:54 PM	0:02:47		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400445576	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_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 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400445576			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Dec, 2025 04:24:50 PM	31 Dec, 2025 04:45:35 PM	31 Dec, 2025 02:12:51 PM	0:04:29		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400354149		CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Dec, 2025 05:50:53 PM	31 Dec, 2025 06:15:25 PM	30 Dec, 2025 07:14:22 PM	0:02:03		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_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 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
689400068699		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Dec, 2025 12:31:08 AM	31 Dec, 2025 01:56:44 PM	28 Dec, 2025 05:12:26 AM	0:03:32		Internal
687869700010		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010		CTE_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 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 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
687869700010	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	g	14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	n	14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869700010			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Dec, 2025 02:00:54 PM	31 Dec, 2025 11:33:36 PM	14 Dec, 2025 01:24:25 PM	0:03:01		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			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		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal
687869870843			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Dec, 2025 09:01:09 AM	31 Dec, 2025 11:43:34 PM	16 Dec, 2025 12:02:19 AM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
689399563883	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_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 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689399563883			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Dec, 2025 05:01:12 AM	31 Dec, 2025 02:12:42 PM	21 Dec, 2025 01:19:33 PM	0:02:16		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400348135			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Dec, 2025 12:01:49 PM	31 Dec, 2025 06:28:59 PM	31 Dec, 2025 11:04:17 AM	0:04:37		Internal
689400107579			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
689400107579			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
689400107579			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 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
6894001075	[redacted]	[redacted]	CTE_Res_Payment_Span	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6894001075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Dec, 2025 02:29:39 PM	31 Dec, 2025 02:38:01 PM	29 Dec, 2025 02:42:08 PM	0:03:50		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_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 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
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6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
6878696993			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687869699314	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
687869699314			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Dec, 2025 12:01:47 AM	31 Dec, 2025 01:23:26 AM	14 Dec, 2025 01:19:46 PM	0:03:35		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			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		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687870307186			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Dec, 2025 07:29:20 PM	31 Dec, 2025 07:46:18 PM	19 Dec, 2025 03:14:18 PM	0:05:11		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_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 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
687868993908	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687868993908			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Dec, 2025 02:30:55 PM	01 Jan, 2026 03:43:01 AM	08 Dec, 2025 05:33:02 PM	0:06:50		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_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 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
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687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
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687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
687869929321			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Dec, 2025 10:01:03 PM	01 Jan, 2026 01:02:24 AM	16 Dec, 2025 04:43:06 PM	0:05:30		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		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
689399780265	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
689399780265			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Dec, 2025 09:01:08 AM	01 Jan, 2026 03:58:19 AM	23 Dec, 2025 04:51:50 PM	0:06:58		Internal
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894369757			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 12:47:27 PM	01 May, 2025 12:49:36 PM	01 May, 2025 12:02:17 PM	0:14:33		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894370542			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 12:45:34 PM	01 May, 2025 01:00:23 PM	01 May, 2025 12:06:13 PM	0:13:24		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
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623894369693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 12:36:18 PM	01 May, 2025 01:06:10 PM	01 May, 2025 12:04:16 PM	0:09:59		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
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623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894373050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 01:13:06 PM	01 May, 2025 01:25:53 PM	01 May, 2025 12:28:00 PM	0:08:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894369718	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
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623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894369718			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 01:20:59 PM	01 May, 2025 01:46:34 PM	01 May, 2025 12:07:08 PM	0:12:27		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
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623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
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623894371575			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 01:40:21 PM	01 May, 2025 01:58:04 PM	01 May, 2025 12:14:25 PM	0:10:22		External
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623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894380407	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
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623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
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623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894380407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 02:10:13 PM	01 May, 2025 02:25:49 PM	01 May, 2025 01:52:04 PM	0:08:17		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
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623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
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623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
623894370548			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 02:17:27 PM	01 May, 2025 02:46:47 PM	01 May, 2025 12:13:52 PM	0:11:36		External
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623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
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623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
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623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894371785	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
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623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894371785			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 02:24:00 PM	01 May, 2025 02:55:53 PM	01 May, 2025 12:33:45 PM	0:12:58		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894373297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 03:16:35 PM	01 May, 2025 03:53:28 PM	01 May, 2025 01:07:14 PM	0:12:28		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
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623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
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623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894381234	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894381234			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 03:00:07 PM	01 May, 2025 04:00:21 PM	01 May, 2025 01:52:28 PM	0:07:29		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
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623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
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623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
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623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894379445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 03:53:11 PM	01 May, 2025 04:07:49 PM	01 May, 2025 01:43:03 PM	0:20:24		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
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623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
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623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894392731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 03:57:50 PM	01 May, 2025 04:14:02 PM	01 May, 2025 02:43:00 PM	0:15:13		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External

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
623894398165	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894398165			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	01 May, 2025 04:07:05 PM	01 May, 2025 04:23:59 PM	01 May, 2025 02:50:24 PM	0:13:27		External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894378886			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	01 May, 2025 04:59:52 PM	01 May, 2025 05:17:36 PM	01 May, 2025 12:51:53 PM	0:18:31	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi	01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	ye		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894437286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 04:34:37 PM	01 May, 2025 05:19:01 PM	01 May, 2025 04:01:37 PM	0:10:15	95	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894454809			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 05:24:30 PM	01 May, 2025 05:43:53 PM	01 May, 2025 05:02:56 PM	0:12:27	100	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894393762	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894393762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 05:30:02 PM	01 May, 2025 05:52:41 PM	01 May, 2025 01:54:25 PM	0:15:13	85	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894370017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 06:02:24 PM	01 May, 2025 06:18:35 PM	01 May, 2025 12:30:04 PM	0:20:27	95	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894398559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894398559	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	01 May, 2025 06:02:13 PM	01 May, 2025 06:20:10 PM	01 May, 2025 02:57:12 PM	0:09:28	90	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894468462			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 06:24:11 PM	01 May, 2025 06:33:13 PM	01 May, 2025 05:34:33 PM	0:09:19	95	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	y	01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
623894462936			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 06:44:21 PM	01 May, 2025 07:07:06 PM	01 May, 2025 05:57:50 PM	0:11:11	85	External
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623894379050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
623894379050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
623894379050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
62389437905	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
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62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
62389437905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 06:47:15 PM	01 May, 2025 07:50:14 PM	01 May, 2025 01:41:59 PM	0:15:55	85	External
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62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389449033			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 07:45:07 PM	01 May, 2025 08:13:34 PM	01 May, 2025 06:55:16 PM	0:11:06	90	External
62389450337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
62389450337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
62389450337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
62389450337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
62389450337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
62389450337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form 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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623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
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623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894503378			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 07:55:58 PM	01 May, 2025 08:26:14 PM	01 May, 2025 07:39:37 PM	0:10:23	75	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894449405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 08:05:24 PM	01 May, 2025 08:27:48 PM	01 May, 2025 05:52:50 PM	0:11:13	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894425713	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894425713			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 08:34:54 PM	01 May, 2025 08:52:07 PM	01 May, 2025 04:25:20 PM	0:10:19	100	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894416671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		01 May, 2025 09:07:25 PM	01 May, 2025 09:24:22 PM	01 May, 2025 02:54:36 PM	0:05:08	95	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
623894512902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
62389451290	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
62389451290			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 10:05:22 AM	02 May, 2025 10:24:27 AM	01 May, 2025 09:31:58 PM	0:11:02	100	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389439389			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 10:34:39 AM	02 May, 2025 10:44:53 AM	01 May, 2025 02:37:16 PM	0:08:33	95	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389447218			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 11:27:08 AM	02 May, 2025 11:46:52 AM	01 May, 2025 05:43:29 PM	0:09:17	75	External
62389450134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
62389450134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
62389450134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
62389450134			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894501344	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894501344			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 11:52:19 AM	02 May, 2025 12:12:20 PM	01 May, 2025 07:56:30 PM	0:08:45	75	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894473616			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 11:54:19 AM	02 May, 2025 12:12:38 PM	01 May, 2025 05:48:00 PM	0:13:19	80	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External

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
623894463655	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
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623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894463655			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 May, 2025 11:47:03 AM	02 May, 2025 12:21:46 PM	01 May, 2025 06:42:32 PM	0:18:40	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894487786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 May, 2025 12:34:39 PM	02 May, 2025 12:49:49 PM	01 May, 2025 07:52:07 PM	0:09:02	90	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External

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
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894515905			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 12:37:00 PM	02 May, 2025 12:52:57 PM	01 May, 2025 08:15:16 PM	0:10:58	85	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894400150			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 01:04:38 PM	02 May, 2025 01:15:25 PM	01 May, 2025 03:06:12 PM	0:10:06	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894478290			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 01:15:51 PM	02 May, 2025 01:29:42 PM	01 May, 2025 06:05:15 PM	0:15:00	100	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894529952	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894529952			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 02:09:43 PM	02 May, 2025 02:22:48 PM	01 May, 2025 09:37:08 PM	0:18:52	95	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894558280			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 01:49:07 PM	02 May, 2025 02:24:59 PM	02 May, 2025 12:17:26 PM	0:13:49	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894480541	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894480541			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 02:08:44 PM	02 May, 2025 02:27:33 PM	01 May, 2025 06:19:47 PM	0:07:37	100	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	by the	02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894401578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 02:10:32 PM	02 May, 2025 02:34:08 PM	01 May, 2025 03:21:16 PM	0:08:47	80	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894570998	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894570998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 02:47:54 PM	02 May, 2025 03:29:53 PM	02 May, 2025 01:49:40 PM	0:10:11	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894564195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 02:45:45 PM	02 May, 2025 03:33:30 PM	02 May, 2025 12:39:36 PM	0:18:43	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894580368	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894580368			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 03:26:47 PM	02 May, 2025 03:45:38 PM	02 May, 2025 01:40:05 PM	0:18:27	90	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894564436			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 03:49:57 PM	02 May, 2025 03:55:58 PM	02 May, 2025 12:37:44 PM	0:08:21	100	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894561483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 03:47:28 PM	02 May, 2025 04:08:01 PM	02 May, 2025 01:05:17 PM	0:09:25	95	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894587402	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894587402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 04:16:34 PM	02 May, 2025 04:33:41 PM	02 May, 2025 02:48:43 PM	0:08:11	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894611733			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 04:39:22 PM	02 May, 2025 04:55:36 PM	02 May, 2025 04:02:07 PM	0:12:01	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894602526	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894602526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 04:43:11 PM	02 May, 2025 05:08:56 PM	02 May, 2025 03:37:19 PM	0:14:55	100	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894630642			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 05:19:52 PM	02 May, 2025 05:37:11 PM	02 May, 2025 05:04:07 PM	0:10:56	90	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894588712			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 05:07:14 PM	02 May, 2025 05:56:39 PM	02 May, 2025 02:55:00 PM	0:15:15	100	External
623894587019			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
62389458701	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389458701			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 05:50:30 PM	02 May, 2025 06:00:43 PM	02 May, 2025 02:02:06 PM	0:11:14	90	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389456363			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 06:03:20 PM	02 May, 2025 06:25:35 PM	02 May, 2025 01:09:19 PM	0:09:15	85	External
62389458786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
62389458786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
62389458786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
62389458786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
62389458786			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894587865	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894587865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 04:14:05 PM	02 May, 2025 06:58:14 PM	02 May, 2025 02:10:53 PM	0:35:56	80	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894656731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 06:57:14 PM	02 May, 2025 07:09:26 PM	02 May, 2025 06:39:17 PM	0:11:10	100	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	valuation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894447745	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894447745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		May, 2025 07:14:31 PM	02 May, 2025 07:45:15 PM	01 May, 2025 05:57:29 PM	0:19:15	85	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894444898			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		May, 2025 07:48:30 PM	02 May, 2025 08:05:55 PM	01 May, 2025 05:35:49 PM	0:07:12	55	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894634307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 08:12:28 PM	02 May, 2025 08:35:27 PM	02 May, 2025 05:19:46 PM	0:11:47	85	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894575218			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 08:39:01 PM	02 May, 2025 08:54:47 PM	02 May, 2025 02:04:36 PM	0:11:40	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894653363			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 May, 2025 09:21:31 PM	02 May, 2025 09:54:15 PM	02 May, 2025 06:21:49 PM	0:08:35	95	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894637211	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894637211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 11:32:08 AM	05 May, 2025 11:41:07 AM	02 May, 2025 05:31:17 PM	0:10:23	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer				05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894668133			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 11:25:16 AM	05 May, 2025 11:47:58 AM	02 May, 2025 07:11:12 PM	0:12:33	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External

REDACTED

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894681332		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 11:46:40 AM	05 May, 2025 12:03:28 PM	02 May, 2025 07:55:49 PM	0:12:05	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894520518		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 12:05:57 PM	05 May, 2025 12:29:04 PM	01 May, 2025 09:54:46 PM	0:08:53	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894669206		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		05 May, 2025 12:31:46 PM	05 May, 2025 12:33:05 PM	02 May, 2025 06:44:29 PM	0:09:00	100	External
623894699023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
623894699023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
623894699023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
623894699023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
623894699023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
623894699023		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External

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
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	er	05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389469902	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 12:11:24 PM	05 May, 2025 12:37:45 PM	02 May, 2025 09:35:28 PM	0:15:15	90	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389466750	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 11:47:58 AM	05 May, 2025 12:39:36 PM	02 May, 2025 07:11:35 PM	0:18:22	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389441393	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		05 May, 2025 12:39:44 PM	05 May, 2025 12:40:46 PM	01 May, 2025 04:50:02 PM	0:09:44	100	External
62389461917	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
62389461917	CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894619178	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	[redacted]	05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894619178			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		05 May, 2025 12:45:59 PM	05 May, 2025 12:47:43 PM	02 May, 2025 03:50:18 PM	0:07:50	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894618956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 12:49:11 PM	05 May, 2025 01:11:56 PM	02 May, 2025 03:41:56 PM	0:13:48	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894724107			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		05 May, 2025 01:09:52 PM	05 May, 2025 01:13:12 PM	02 May, 2025 10:08:21 PM	0:10:16	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894622215	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894622215			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		05 May, 2025 12:36:08 PM	05 May, 2025 01:16:30 PM	02 May, 2025 04:45:32 PM	0:05:45	100	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894407793			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 10:49:12 AM	05 May, 2025 01:40:50 PM	01 May, 2025 02:19:40 PM	0:11:13	95	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External
623894613899			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 01:10:23 PM	05 May, 2025 01:47:05 PM	02 May, 2025 04:12:27 PM	0:11:01	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894669095	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894669095			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 01:42:47 PM	05 May, 2025 02:00:46 PM	02 May, 2025 06:26:51 PM	0:18:15	80	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894565926			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 01:33:04 PM	05 May, 2025 02:01:28 PM	02 May, 2025 01:30:16 PM	0:24:09	100	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894700873	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894700873			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 01:55:17 PM	05 May, 2025 02:19:41 PM	02 May, 2025 08:26:07 PM	0:09:02	90	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
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623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894818356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 02:09:47 PM	05 May, 2025 02:25:50 PM	05 May, 2025 01:03:26 PM	0:12:05	100	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External

Master Contac	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894710298	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 02:07:11 PM	05 May, 2025 02:44:52 PM	02 May, 2025 10:19:07 PM	0:14:57	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
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623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
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623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894486725	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 03:19:23 PM	05 May, 2025 03:30:51 PM	01 May, 2025 06:43:20 PM	0:13:03	95	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894823261	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894823261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 02:27:58 PM	05 May, 2025 03:39:26 PM	05 May, 2025 01:40:18 PM	0:08:13	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894834843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 03:34:51 PM	05 May, 2025 03:58:49 PM	05 May, 2025 02:27:23 PM	0:10:02	100	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894720286			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 03:49:44 PM	05 May, 2025 04:03:29 PM	02 May, 2025 10:35:12 PM	0:10:55	95	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894816262	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894816262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 04:04:35 PM	05 May, 2025 04:21:09 PM	05 May, 2025 12:54:18 PM	0:09:32	100	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
623894706002			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 04:07:43 PM	05 May, 2025 04:35:41 PM	02 May, 2025 08:43:18 PM	0:14:47	75	External
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623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894674928	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894674928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 04:49:40 PM	05 May, 2025 05:10:47 PM	02 May, 2025 07:36:20 PM	0:14:25	85	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
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623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894838576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 04:47:48 PM	05 May, 2025 05:27:22 PM	05 May, 2025 03:08:38 PM	0:08:55	100	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
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623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894855177	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894855177			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 05:26:00 PM	05 May, 2025 05:32:47 PM	05 May, 2025 03:55:01 PM	0:20:44	90	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
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623894869798			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 05:35:19 PM	05 May, 2025 05:45:06 PM	05 May, 2025 03:13:45 PM	0:13:44	55	External
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623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
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623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
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623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894666178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 05:28:08 PM	05 May, 2025 05:45:23 PM	02 May, 2025 06:25:00 PM	0:10:27	90	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894713936	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
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623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
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623894713936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 05:35:45 PM	05 May, 2025 05:57:02 PM	02 May, 2025 10:28:30 PM	0:09:18	75	External
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623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894381407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 05:59:17 PM	05 May, 2025 06:20:37 PM	01 May, 2025 01:57:26 PM	0:08:28	75	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
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623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894715195	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894715195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 06:15:36 PM	05 May, 2025 06:30:01 PM	02 May, 2025 10:30:36 PM	0:17:54	90	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
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623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894815982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 07:06:39 PM	05 May, 2025 07:59:20 PM	05 May, 2025 12:04:14 PM	0:16:23	75	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894918352	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894918352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 May, 2025 08:17:29 PM	05 May, 2025 08:41:23 PM	05 May, 2025 07:17:21 PM	0:11:39	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
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623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
623894928747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 May, 2025 11:46:25 PM	06 May, 2025 12:14:37 AM	05 May, 2025 05:47:52 PM	0:13:01	95	External
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623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
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623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894686420	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	6 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		6 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894686420			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		6 May, 2025 12:43:48 AM	06 May, 2025 12:58:38 AM	02 May, 2025 08:22:49 PM	0:08:27	90	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894824499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		6 May, 2025 01:07:53 AM	06 May, 2025 01:34:49 AM	05 May, 2025 01:41:41 PM	0:06:35	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894619591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		6 May, 2025 02:07:42 AM	06 May, 2025 02:45:48 AM	02 May, 2025 03:45:45 PM	0:14:28	95	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		6 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		6 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		6 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		6 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894987359	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894987359			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 02:57:28 AM	06 May, 2025 03:15:59 AM	05 May, 2025 10:36:37 PM	0:15:39	85	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894922292			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 10:05:01 AM	06 May, 2025 10:32:56 AM	05 May, 2025 06:54:19 PM	0:09:22	95	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894967167	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894967167			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 10:22:10 AM	06 May, 2025 10:33:45 AM	05 May, 2025 07:37:31 PM	0:12:03	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894369723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 10:38:50 AM	06 May, 2025 10:58:15 AM	01 May, 2025 12:04:22 PM	0:10:31	100	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894573362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894573362	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	06 May, 2025 10:58:11 AM	06 May, 2025 11:15:53 AM	02 May, 2025 01:24:00 PM	0:11:53	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894816023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 11:19:21 AM	06 May, 2025 11:40:33 AM	05 May, 2025 12:43:56 PM	0:09:11	95	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894564197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 11:53:09 AM	06 May, 2025 12:08:57 PM	02 May, 2025 01:20:49 PM	0:11:52	100	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894969760	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894969760			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 12:24:57 PM	06 May, 2025 12:39:21 PM	05 May, 2025 07:45:16 PM	0:16:52	90	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894596650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 12:44:15 PM	06 May, 2025 12:57:56 PM	02 May, 2025 02:33:41 PM	0:09:35	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894712628	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894712628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 01:05:05 PM	06 May, 2025 01:27:05 PM	02 May, 2025 10:23:26 PM	0:10:13	100	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894999116			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 12:43:32 PM	06 May, 2025 01:41:03 PM	05 May, 2025 10:59:54 PM	0:15:52	85	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623894396617			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External

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
623894396617	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 May, 2025 02:12:40 PM	06 May, 2025 02:36:24 PM	01 May, 2025 02:14:02 PM	0:14:58	95	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895018113			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 May, 2025 02:49:38 PM	06 May, 2025 03:07:57 PM	05 May, 2025 11:21:21 PM	0:17:16	100	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623895053747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 May, 2025 02:55:16 PM	06 May, 2025 03:09:18 PM	06 May, 2025 01:51:58 PM	0:08:47	80	External
623894691422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
623894691422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
623894691422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
623894691422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
623894691422			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6238946914	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238946914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 02:38:19 PM	06 May, 2025 03:36:09 PM	02 May, 2025 09:02:51 PM	0:12:38	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238948503			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 03:35:53 PM	06 May, 2025 03:53:55 PM	05 May, 2025 03:46:30 PM	0:12:19	100	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
6238945833			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894583328	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
623894583328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
623894583328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
623894583328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
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623894583328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
623894583328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 03:43:12 PM	06 May, 2025 04:12:02 PM	02 May, 2025 01:56:02 PM	0:16:32	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
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623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623895070695			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 05:16:53 PM	06 May, 2025 05:37:58 PM	06 May, 2025 02:57:46 PM	0:14:58	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
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623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
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623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External
623894950805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 05:30:16 PM	06 May, 2025 05:45:55 PM	05 May, 2025 08:30:58 PM	0:12:03	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894832340	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623894832340			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 05:49:00 PM	06 May, 2025 06:04:54 PM	05 May, 2025 02:14:18 PM	0:11:39	100	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895055334			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 05:50:50 PM	06 May, 2025 06:09:05 PM	06 May, 2025 02:06:06 PM	0:08:44	95	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895089851	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623895089851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 05:39:11 PM	06 May, 2025 06:16:41 PM	06 May, 2025 04:02:12 PM	0:12:03	70	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894941631			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 06:06:26 PM	06 May, 2025 06:37:35 PM	05 May, 2025 06:32:21 PM	0:09:47	95	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894869217	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894869217			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 06:56:07 PM	06 May, 2025 07:30:58 PM	05 May, 2025 04:37:09 PM	0:11:21	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623894983050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 07:23:06 PM	06 May, 2025 07:45:17 PM	05 May, 2025 10:24:49 PM	0:16:14	85	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895142949	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895142949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 07:42:31 PM	06 May, 2025 08:11:21 PM	06 May, 2025 06:48:15 PM	0:15:35	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623895148732			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 07:46:51 PM	06 May, 2025 08:12:21 PM	06 May, 2025 07:07:05 PM	0:20:29	95	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894725607			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894725607	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	06 May, 2025 07:56:18 PM	06 May, 2025 08:14:23 PM	02 May, 2025 10:45:44 PM	0:16:55	80	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623894710275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 May, 2025 08:21:36 PM	06 May, 2025 08:33:58 PM	02 May, 2025 10:19:43 PM	0:14:50	90	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895109817			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 09:59:12 AM	07 May, 2025 10:19:21 AM	06 May, 2025 05:02:58 PM	0:11:17	100	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895207545	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
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623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895207545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 10:18:01 AM	07 May, 2025 10:44:54 AM	06 May, 2025 09:39:17 PM	0:11:28	90	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895067841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 11:35:14 AM	07 May, 2025 12:02:30 PM	06 May, 2025 02:13:32 PM	0:12:50	70	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
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623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895112829			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 12:23:30 PM	07 May, 2025 12:37:54 PM	06 May, 2025 05:22:35 PM	0:11:26	100	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
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623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
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623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895174267			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 12:04:54 PM	07 May, 2025 12:38:12 PM	06 May, 2025 08:10:54 PM	0:11:10	95	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External

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623895229977	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895229977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 12:42:29 PM	07 May, 2025 12:56:10 PM	07 May, 2025 12:03:47 PM	0:12:16	100	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
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623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895042163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 12:39:42 PM	07 May, 2025 01:00:53 PM	06 May, 2025 12:43:08 PM	0:11:19	80	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895161885	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895161885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 01:04:33 PM	07 May, 2025 01:33:32 PM	06 May, 2025 07:06:16 PM	0:10:15	100	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895187127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 01:31:20 PM	07 May, 2025 02:03:43 PM	06 May, 2025 09:44:55 PM	0:08:56	80	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895145808			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 02:30:48 PM	07 May, 2025 02:55:30 PM	06 May, 2025 06:16:20 PM	0:14:17	100	External
623895044830			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External

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
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
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623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895044830		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 02:55:51 PM	07 May, 2025 04:28:23 PM	06 May, 2025 01:16:53 PM	0:12:42	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895090568		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 04:32:05 PM	07 May, 2025 04:59:34 PM	06 May, 2025 03:59:12 PM	0:10:07	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895073675	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895073675			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 May, 2025 05:42:44 PM	07 May, 2025 06:03:46 PM	06 May, 2025 03:00:48 PM	0:15:38	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895159807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	07 May, 2025 06:03:20 PM	07 May, 2025 06:13:41 PM	06 May, 2025 07:40:22 PM	0:09:32	100	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External

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
623895196356	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895196356			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 05:57:04 PM	07 May, 2025 06:43:53 PM	06 May, 2025 10:15:23 PM	0:16:46	80	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
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623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
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623895268453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 06:35:40 PM	07 May, 2025 06:44:35 PM	07 May, 2025 03:34:55 PM	0:17:38	90	External
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623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
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623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
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623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
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623895229917			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 06:54:06 PM	07 May, 2025 07:13:50 PM	07 May, 2025 12:08:59 PM	0:08:42	85	External
623895268059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 06:56:40 PM	07 May, 2025 07:31:21 PM	07 May, 2025 03:34:11 PM	0:13:16	100	External
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623895268059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 06:56:40 PM	07 May, 2025 07:31:21 PM	07 May, 2025 03:34:11 PM	0:13:16	100	External
623895268059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 06:56:40 PM	07 May, 2025 07:31:21 PM	07 May, 2025 03:34:11 PM	0:13:16	100	External

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
623895268059	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	07 May, 2025 06:56:40 PM	07 May, 2025 07:31:21 PM	07 May, 2025 03:34:11 PM	0:13:16	100	External
623895268059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 06:56:40 PM	07 May, 2025 07:31:21 PM	07 May, 2025 03:34:11 PM	0:13:16	100	External
623895268059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 06:56:40 PM	07 May, 2025 07:31:21 PM	07 May, 2025 03:34:11 PM	0:13:16	100	External
623895268059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 06:56:40 PM	07 May, 2025 07:31:21 PM	07 May, 2025 03:34:11 PM	0:13:16	100	External
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623895317250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 07:37:50 PM	07 May, 2025 07:50:33 PM	07 May, 2025 06:10:51 PM	0:11:16	85	External
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623895317250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 07:37:50 PM	07 May, 2025 07:50:33 PM	07 May, 2025 06:10:51 PM	0:11:16	85	External
623895317250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 07:37:50 PM	07 May, 2025 07:50:33 PM	07 May, 2025 06:10:51 PM	0:11:16	85	External
623895317250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 07:37:50 PM	07 May, 2025 07:50:33 PM	07 May, 2025 06:10:51 PM	0:11:16	85	External
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623895317250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 07:37:50 PM	07 May, 2025 07:50:33 PM	07 May, 2025 06:10:51 PM	0:11:16	85	External
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623895317250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 07:37:50 PM	07 May, 2025 07:50:33 PM	07 May, 2025 06:10:51 PM	0:11:16	85	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
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623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
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623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895307891	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895307891			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 08:06:37 PM	07 May, 2025 08:24:45 PM	07 May, 2025 05:38:46 PM	0:07:11	80	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
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623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623895294942			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 09:13:55 PM	07 May, 2025 09:50:34 PM	07 May, 2025 04:53:57 PM	0:17:03	90	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
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623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
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623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894857574	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623894857574			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 10:09:15 PM	07 May, 2025 10:15:15 PM	05 May, 2025 04:06:44 PM	0:10:32	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
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623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895355756			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 10:39:35 PM	07 May, 2025 10:49:28 PM	07 May, 2025 08:21:38 PM	0:16:25	95	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
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623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
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623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895246430			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 May, 2025 11:37:33 PM	07 May, 2025 11:52:49 PM	07 May, 2025 02:24:57 PM	0:15:41	100	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895254741	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895254741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 09:59:12 AM	08 May, 2025 10:20:41 AM	07 May, 2025 02:46:28 PM	0:12:09	95	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895132076			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 10:47:38 AM	08 May, 2025 10:49:56 AM	06 May, 2025 06:20:51 PM	0:12:28	100	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895239693	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895239693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 10:31:31 AM	08 May, 2025 10:50:35 AM	07 May, 2025 12:57:27 PM	0:09:06	90	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
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623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895104027			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 10:56:37 AM	08 May, 2025 11:19:44 AM	06 May, 2025 04:41:19 PM	0:11:37	100	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
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623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895270696	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895270696			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 11:31:49 AM	08 May, 2025 11:42:16 AM	07 May, 2025 03:43:26 PM	0:09:46	95	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
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623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895366065			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 11:23:08 AM	08 May, 2025 11:55:47 AM	07 May, 2025 09:13:35 PM	0:12:16	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
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623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
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623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895356714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 11:43:04 AM	08 May, 2025 11:58:57 AM	07 May, 2025 08:23:57 PM	0:09:44	100	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895063220	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
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623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
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623895063220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 12:07:43 PM	08 May, 2025 12:48:20 PM	06 May, 2025 02:29:02 PM	0:08:30	95	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623894943805			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 11:59:49 AM	08 May, 2025 12:50:14 PM	05 May, 2025 08:16:56 PM	0:10:16	80	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895379055	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895379055			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		8 May, 2025 12:22:18 PM	08 May, 2025 12:57:02 PM	07 May, 2025 10:00:01 PM	0:12:45	95	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623895406663			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		8 May, 2025 01:10:28 PM	08 May, 2025 01:23:16 PM	08 May, 2025 12:14:14 PM	0:14:03	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		8 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623894819181	[redacted]	[redacted]	CTE_Credit	[redacted]	lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623894819181			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 01:58:28 PM	08 May, 2025 02:16:11 PM	05 May, 2025 01:12:55 PM	0:17:26	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
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623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
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623895333002			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 02:17:51 PM	08 May, 2025 02:32:40 PM	07 May, 2025 07:02:15 PM	0:09:03	100	External
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623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
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623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895414112			CTE_Credit_Span		lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895414112	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	08 May, 2025 02:18:22 PM	08 May, 2025 02:33:41 PM	08 May, 2025 12:41:16 PM	0:13:11	100	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
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623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
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623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895365429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 02:08:58 PM	08 May, 2025 02:48:48 PM	07 May, 2025 08:18:58 PM	0:10:16	85	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
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623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
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623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
623895320175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 02:37:55 PM	08 May, 2025 02:55:24 PM	07 May, 2025 06:31:09 PM	0:13:04	100	External
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623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895408534	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno	[redacted]	08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895408534			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 02:33:59 PM	08 May, 2025 03:23:00 PM	08 May, 2025 12:18:21 PM	0:11:51	95	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
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623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
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623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895288976			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 03:32:31 PM	08 May, 2025 03:35:42 PM	07 May, 2025 04:38:32 PM	0:12:35	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895434271	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895434271			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 03:32:05 PM	08 May, 2025 03:48:41 PM	08 May, 2025 01:57:54 PM	0:11:40	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895257574			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 03:49:05 PM	08 May, 2025 04:10:17 PM	07 May, 2025 01:58:57 PM	0:19:42	100	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
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623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
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623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895406801			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 04:01:43 PM	08 May, 2025 04:11:13 PM	08 May, 2025 12:16:28 PM	0:20:55	85	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895430065	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895430065			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 04:13:42 PM	08 May, 2025 04:36:19 PM	08 May, 2025 02:33:51 PM	0:10:40	100	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895362991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 04:21:19 PM	08 May, 2025 04:51:09 PM	07 May, 2025 08:48:20 PM	0:11:08	95	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895441600	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895441600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 04:33:15 PM	08 May, 2025 05:08:14 PM	08 May, 2025 02:26:51 PM	0:10:37	80	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895296860			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		08 May, 2025 06:22:43 PM	08 May, 2025 06:36:36 PM	07 May, 2025 05:14:23 PM	0:11:17	100	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895347407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 06:23:02 PM	08 May, 2025 06:53:55 PM	07 May, 2025 07:17:27 PM	0:13:57	70	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895301283	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895301283			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		08 May, 2025 07:00:27 PM	08 May, 2025 07:01:15 PM	07 May, 2025 05:22:38 PM	0:09:35	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895512456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 07:28:02 PM	08 May, 2025 07:45:13 PM	08 May, 2025 06:58:02 PM	0:15:09	100	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895450297	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare	[redacted]	08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895450297	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare	[redacted]	08 May, 2025 08:06:21 PM	08 May, 2025 08:16:48 PM	08 May, 2025 03:40:15 PM	0:11:41	95	External
623895416069	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	08 May, 2025 08:14:27 PM	08 May, 2025 08:21:07 PM	08 May, 2025 01:34:54 PM	0:13:08	95	External
623895416069	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	08 May, 2025 08:14:27 PM	08 May, 2025 08:21:07 PM	08 May, 2025 01:34:54 PM	0:13:08	95	External
623895416069	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	08 May, 2025 08:14:27 PM	08 May, 2025 08:21:07 PM	08 May, 2025 01:34:54 PM	0:13:08	95	External
623895416069	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare	[redacted]	08 May, 2025 08:14:27 PM	08 May, 2025 08:21:07 PM	08 May, 2025 01:34:54 PM	0:13:08	95	External
623895416069	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	08 May, 2025 08:14:27 PM	08 May, 2025 08:21:07 PM	08 May, 2025 01:34:54 PM	0:13:08	95	External
623895416069	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	08 May, 2025 08:14:27 PM	08 May, 2025 08:21:07 PM	08 May, 2025 01:34:54 PM	0:13:08	95	External
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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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623895512835			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	sc	08 May, 2025 08:37:36 PM	08 May, 2025 08:47:12 PM	08 May, 2025 06:55:20 PM	0:14:33	70	External
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623895510861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 08:57:14 PM	08 May, 2025 09:04:34 PM	08 May, 2025 06:47:54 PM	0:15:11	75	External
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623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895353233	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
623895353233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 09:27:33 PM	08 May, 2025 09:34:02 PM	07 May, 2025 08:01:08 PM	0:13:33	100	External
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623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
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623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textar		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895446167			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textar		08 May, 2025 09:34:28 PM	08 May, 2025 09:47:37 PM	08 May, 2025 02:38:38 PM	0:10:34	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
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623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textar	e	08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895533473	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895533473			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 09:40:30 PM	08 May, 2025 09:54:40 PM	08 May, 2025 08:17:30 PM	0:11:22	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895370499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 09:55:26 PM	08 May, 2025 10:28:43 PM	07 May, 2025 09:28:11 PM	0:15:41	95	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
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623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895384648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 10:13:13 PM	08 May, 2025 10:34:33 PM	07 May, 2025 10:11:22 PM	0:11:57	90	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895470002	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
623895470002			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 10:30:16 PM	08 May, 2025 10:42:13 PM	08 May, 2025 03:59:41 PM	0:10:23	100	External
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623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
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623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
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623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895424337			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 11:11:51 PM	08 May, 2025 11:29:54 PM	08 May, 2025 02:05:41 PM	0:11:10	75	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External

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
623895534853	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895534853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		08 May, 2025 10:40:22 PM	08 May, 2025 11:35:12 PM	08 May, 2025 08:20:39 PM	0:09:31	90	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
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623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
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623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
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623895344487			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 09:50:50 AM	09 May, 2025 09:54:27 AM	07 May, 2025 07:36:30 PM	0:15:08	95	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
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623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
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623895544679			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895544679	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	09 May, 2025 10:06:57 AM	09 May, 2025 10:28:31 AM	08 May, 2025 09:24:41 PM	0:10:27	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
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623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895248278			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 10:49:03 AM	09 May, 2025 10:50:36 AM	07 May, 2025 02:28:46 PM	0:08:57	100	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895536596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 10:31:54 AM	09 May, 2025 10:53:28 AM	08 May, 2025 08:03:39 PM	0:09:44	95	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895406506	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
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623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895406506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 10:53:18 AM	09 May, 2025 11:20:47 AM	08 May, 2025 12:03:30 PM	0:14:18	80	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895527442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 11:24:56 AM	09 May, 2025 11:44:06 AM	08 May, 2025 07:33:15 PM	0:08:53	100	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895550445	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895550445			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 11:46:28 AM	09 May, 2025 12:02:28 PM	08 May, 2025 08:54:14 PM	0:11:43	95	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895366653			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 12:14:30 PM	09 May, 2025 12:34:13 PM	07 May, 2025 08:14:16 PM	0:17:32	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
623895523559	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895523559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 12:25:03 PM	09 May, 2025 12:39:57 PM	08 May, 2025 07:19:16 PM	0:09:05	100	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895367498			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 11:48:22 AM	09 May, 2025 12:44:23 PM	07 May, 2025 09:18:22 PM	0:11:46	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
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623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
623895331157			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 12:44:56 PM	09 May, 2025 12:58:13 PM	07 May, 2025 06:05:38 PM	0:11:38	85	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884583507	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
624884583507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 12:47:11 PM	09 May, 2025 01:11:32 PM	09 May, 2025 12:12:38 PM	0:11:42	95	External
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623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
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623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
623895425048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 01:13:23 PM	09 May, 2025 01:26:31 PM	08 May, 2025 02:07:11 PM	0:17:52	80	External
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624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
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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
624884584711	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
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624884584711			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 01:06:42 PM	09 May, 2025 01:29:08 PM	09 May, 2025 12:17:19 PM	0:14:57	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
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624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
624884559834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 01:29:58 PM	09 May, 2025 01:39:51 PM	08 May, 2025 10:05:16 PM	0:14:17	85	External
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624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
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624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
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624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884593956	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
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624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884593956			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 01:39:57 PM	09 May, 2025 01:52:19 PM	09 May, 2025 01:19:14 PM	0:12:46	100	External
624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
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624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
624884565206			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 02:17:50 PM	09 May, 2025 02:47:47 PM	08 May, 2025 10:20:16 PM	0:12:30	85	External
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624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
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624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
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624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884596202	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884596202			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 02:37:15 PM	09 May, 2025 02:54:28 PM	09 May, 2025 01:38:11 PM	0:09:41	100	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884591800			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 02:47:30 PM	09 May, 2025 03:11:00 PM	09 May, 2025 01:12:09 PM	0:08:42	80	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
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624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
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624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884625048			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 03:17:01 PM	09 May, 2025 03:29:41 PM	09 May, 2025 02:49:15 PM	0:08:03	100	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884585406	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno	[redacted]	09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
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624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884585406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 03:01:18 PM	09 May, 2025 03:34:55 PM	09 May, 2025 12:25:57 PM	0:09:24	95	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
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624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884588103			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 03:39:50 PM	09 May, 2025 03:52:21 PM	09 May, 2025 12:31:43 PM	0:09:22	100	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Pre-Qualify, Guided to ES website for Secure doc upload step by step instructions (not to CAAs, unless zero income) & Offer Medical Protection if Over Income Guidelines	3.1	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer MPP (If Heating source) and between Nov 1 and May 1) + (BBW on gas only)	3.3	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External
624884605598			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 03:47:38 PM	09 May, 2025 04:11:28 PM	09 May, 2025 01:45:23 PM	0:10:34	90	External